National 911 Annual Report

2021 Data

Data from January 1 – December 31, 2021

National 911 Program

911.gov

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National 911 Program

The National 911 Program provides federal leadership and coordination in promoting optimal 911 services nationwide. It is housed within the National Highway Traffic Safety Administration's Office of Emergency Medical Services (OEMS) in the U.S. Department of Transportation (USDOT) and is part of NHTSA's comprehensive approach to improving traffic safety and the reduction of mortality and morbidity on the nation's roadways. The National 911 Program coordinates and disseminates information concerning best practices, procedures, and technology in the implementation of 911 services across the country.

To better understand the progress of 911 nationwide, the National 911 Program operates and maintains a voluntary 911 data submission and reporting tool titled the National 911 Profile Database (Profile Database). The National Association of State 911 Administrators (NASNA) and its membership have been actively engaged in the effort to submit and report on state 911 data, including providing input on the development of the question set and voluntarily submitting state 911 system profile information.

National 911 Profile Database

The National 911 Profile Database is compiled through a voluntary online survey tool composed of 56 data elements. The data points capture details that help characterize a state's 911 operations, protocols, and progress toward Next Generation 911 (NG911) implementation. For the purposes of the Profile Database, states, territories and the District of Columbia are all referred to as "states." The online survey collects self-reported data from 56 states for the calendar year (January 1, 2021 – December 31, 2021). It also provides basic demographic information on the characteristics of 911 systems nationwide and helps answer fundamental questions such as:

- Approximately how many 911 calls are answered per year, broken down by 911 call types?
- How many primary and secondary public safety answering points (PSAPs[1]) does a specific state have?
- Which states provide Emergency Medical Dispatch (EMD) and follow a specific formal protocol for responding to emergencies?
- In which states are there minimum training requirements for telecommunicators?
- How far along are states in the procurement process for specific NG911 systems, services and components?
- What is the progress toward NG911 in each state?

The Value of 911 Data

The information collected in the database and shared in this report seeks to provide the most complete and current information about 911 at the state level to support the development of effective policies, plans, and implementation strategies at all levels of government. Though there has historically been a lack of data available to depict the state of 911 and status of NG911 implementation, standardizing definitions and collecting this information is increasingly important as communities, states, the public, and all sectors of public safety and emergency communications become more digitized and connected. This National 911 Progress Report summarizes the data provided by states for the 2021 calendar year. For continuity purposes, years referenced in this report are the year of the data rather than the year the report was released. The National 911 Progress Report data are also displayed through an interactive map tool on the 911 Stats & Data page of 911.gov.

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1. The National Emergency Number Association (NENA) defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office." Secondary PSAPs receive calls from a primary PSAP following the initial call to the primary.

Introduction

This report offers valuable insight into state 911 systems and enables the 911 community to:

- Better understand progress toward NG911 both nationally and at the state level, as well as identify states with similar attributes and opportunities for collaboration and shared strategies with each other and with Department of Defense (DoD) PSAPs in their respective states

- Benchmark annual progress and compare this progress with other states

- Consider changes to state programs based on models successfully implemented in other states

- Help educate state legislators and policy makers about how one state 911 system compares with others to justify proposed legislation affecting 911

Neighboring states may utilize the report to compare data to understand the issues inherent in creating interstate NG911 connections. National and federal partners utilize the data and report analysis to assess the status of NG911 implementation and create opportunities for identified deployment challenges.

State Participation in 2022

In collaboration with NASNA and the state administrators, data was submitted from April-July 2022.

- 50 states submitted data[2]

- 6 states did not submit data

- The DoD also provided PSAP data to be included in this year's report

The number of participants in the data collection effort has increased since the survey's inception in 2010, from 26 states to 50 states this year. No data was collected in 2012 or 2017.

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2. This report solicited information from states, territories and the District of Columbia. For simplicity, all are referred to as states throughout this document

Introduction

Data Collection and Reporting Process

All 50 states, the District of Columbia, and five territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico and the U.S. Virgin Islands) were invited to participate in the Profile Database data collection effort. To ensure data integrity and security, access to the survey was limited to the NASNA state 911 contact or a single designee per state. The survey was open for data submission from April 1 – July 1, 2022.

In April of 2022, the National 911 Program hosted a training session offering guidance on survey administration and logistics for the state designees. A session was archived on the survey website for digital on-demand viewing. The state designees received a weekly email during the two-month data collection period with helpful resources, such as video tutorials and a map showing each state's progress toward data submission.

Designees were also offered assistance collecting and aggregating their data by the project team. A Data Dictionary was made available to states that offered clear definitions of the data elements included in the Profile Database, as well as the parameters for filling out and submitting data using the online survey tool. Brief explanatory videos were also provided.

Once the survey closed, the National 911 Program evaluated the data, followed up with states for clarification on specific data elements, and produced this report. The data collection effort greatly benefited from the support of NASNA and its members in advocating for data submission and promoting the benefits that the data can provide to the 911 community. The Office of Management and Budget (OMB) provided clearance under the Paperwork Reduction Act for this data collection (OMB Control Number 2127-0679; expires November 30, 2024).

Introduction

Accuracy of the Data

Survey responses were analyzed and verified through a variety of methods including, but not limited to, follow up with specific states and engagement with 911 system component subject matter experts. However, there may have been misinterpretations of certain data elements by respondents, or data may have been entered incorrectly.

There is a concerted effort to improve the accuracy of the data each year. Beginning in 2021, video tutorials were created to elaborate on specific questions. There are plans in future years to make the survey website more robust with additional resources, provide more opportunities for states to receive assistance in data collection, and implement an improved method to compare a state's data to prior years to check for outliers or potential miscalculations.

Lessons Learned

During the data collection period, the National 911 Program and state 911 contacts identified and acted on several lessons learned and opportunities noted below.

- Strategies to address the amount and accuracy of data:

    – Continue to conduct personal outreach to state contacts to help clarify survey questions to increase participation and data accuracy

    – Encourage and support states as they develop more effective ways to collect and share data

- Planning and timing the data collection effort in conjunction with the FCC annual report has improved participation from state 911 contacts

- A few states still lack essential resources to collect and/or aggregate data, and while the project team offers resources to support collection, other barriers may exist

- The opportunity for analyzing trends over time (e.g., progress toward NG911 and adoption of text-to-911) has increased with each data collection effort

Introduction

2022 National 911 Profile Database Acronym List

Acronym	Definition
ALI	Automatic Location Identification
ANI	Automatic Number Identification
ATIS	Alliance for Telecommunicators Industry Solutions
BCF	Border Control Function
CAD	Computer Aided Dispatch
CAMA	Centralized Automatic Message Accounting
COG	Council of Government
CONOPS	Concept of Operations
CONUS	Continental United States
CPE	Call Processing Equipment
DoD	Department of Defense
DOI	Department of the Interior
E911	Enhanced 911
ECRF	Emergency Call Routing Function
EMD	Emergency Medical Dispatch
ESInet	Emergency Services IP Network
ESRP	Emergency Services Routing Proxy
GIS	Geographic Information Systems
IP	Internet Protocol
LNG	Legacy Network Gateway
LPG	Legacy PSAP Gateway
LSRG	Legacy Selective Router Gateway
MLTS	Multi-line Telephone System
MSAG	Master Street Address Guide
NENA	National Emergency Number Association
NG911	Next Generation 911
NGCS	Next Generation Core Services
OCONUS	Outside the Continental United States
OSP	Originating Service Provider
PBX	Private Branch Exchange
PSAP	Public Safety Answering Point
QA	Quality Assurance
RFAI	Request for Assistance Interface
RFP	Request for Proposal
SIP	Session Initiation Protocol
TDM	Time-Division Multiplexing
VoIP	Voice over Internet Protocol

Progress Continues Toward Planning for Next Generation 911

The 911 system has long been considered a highly effective, reliable and efficient emergency telecommunications service. The current 911 system has served the country well since its inception in 1968, initially with wireline service and then with wireless and VoIP. NG911 has now emerged as the desired level of service. Nine new data elements, referred to as the NG911 Maturity Model[3], were added to the survey in 2018 to identify states that are advancing NG911 capabilities and components. The data elements are:

- Governance
- Routing / Location
- GIS
- Core Services
- ESInet
- Call Handling
- Security
- Operations
- Optional Interfaces

Statewide NG911 Plan Adoption Sees Growth

The implementation of NG911 is often a product of a comprehensive strategy detailed in a statewide NG911 plan. The Profile Database is used to capture states' progress establishing such a plan.

38 states[4], about 79% of those reporting for this data element, said they have adopted a statewide NG911 plan. This marks an increase from 35 states, or 73%, in the 2020 data.

Nationwide ESInet Implementation is Increasing

The number of new Emergency Services IP Networks (ESInet), shared services and other NG911-related changes — driven by states and state 911 offices — is increasing. Many states are now deploying ESInets either statewide or regionally to benefit PSAPs and 911 authorities.

In the 2021 data, 2,287 PSAPs[5] reported using an ESInet across 47 states. This is nearly a 5% increase from the 2020 data, when 2,177 PSAPs reported using an ESInet across 47 states.

More States are Utilizing Text-to-911

Noticeable progress has been made in the capability to process text-to-911. Some states now have statewide text-to-911 capabilities, while many others are experiencing rapid implementation of text-to-911 on a PSAP or 911 authority basis. Adoption of text-to-911 appears to be a priority.

In 2021, 507,969 texts-to-911[6] were received in 38 states in comparison to 2020 when 492,328 texts-to-911 were received in 39 states. While more states are gaining this capability, states are also continuing to encourage the public to place a voice call when they can and text when it is unsafe to call.

3. More information about the NG911 Maturity Model can be found in the Next Generation 911 Cost Estimate Report to Congress.
4. Profile Database 2021 Report, p. 37
5. Profile Database 2021 Report, p. 60
6. Profile Database 2021 Report, p. 16

Executive Summary

PSAP Numbers and Sizes Remain Stable

- The number of primary PSAPs[7] reported is relatively consistent, with 49 states reporting 4,637 overall in comparison to 4,627 reported in 48 states in 2020, and 4,658 primary PSAPs in 48 states reported the previous year.

- About 66%[8] of reported primary PSAPs across the country have one to five 911 equipment positions compared to 61% in 2020.

DoD PSAP Data Collection Continues

Department of Defense (DoD) data continues to be included in this report. The number of PSAPs stateside is currently 177 and an additional 43 PSAPs operate overseas in 21 U.S. territories and countries. Between three Navy Dispatch Centers across the states and territories, approximately 143,302 calls were received. The United States Air Force received approximately 39,157 emergency calls while the United States Marine Corp received approximately 530,414 calls.

EMD Protocol, QA and Minimum Training Requirements

The number of states that reported having PSAPs that follow protocols, minimum training requirements and call-handling Quality Assurance (QA) for compliance with call-handling protocols for EMD has continued to increase over the last three years. Some states may have a QA system in place but did not report it in the data due to varying minimum requirements to meet formal QA standards.

2021 Data

- 40 states reported 2,257 PSAPs[9] that provide EMD and follow a formal protocol

- 32 states[10] have minimum training requirements for EMD

- 21 states[11] have QA requirements

2020 Data

- 41 states reported 2,519 PSAPs that provide EMD and follow a formal protocol

- 28 states have minimum training requirements for EMD

- 17 states have QA requirements

7. Profile Database 2021 Report, p. 17
8. Profile Database 2021 Report, p. 19-20
9. Profile Database 2021 Report, p. 25
10. Profile Database 2021 Report, p. 33
11. Profile Database 2021 Report, p. 28

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Conclusion

Data provided by the states and territories, as well as the DoD, indicates the continued transition to NG911 across the country. States with formalized 911 offices are driving the deployment of NG911 as well as the collection and submission of data included in this report. Adoption of text-to-911 continues to grow as states and territories take advantage of the capability. Information shared in this report can be helpful in planning and funding for the future of 911 and emergency services. As identified by the data in this report, continued collaboration and cooperation across all jurisdictions is necessary to advance 911 into the future.

The Program thanks all survey participants for their recognition of the value and benefits of the survey and their continued efforts to provide accurate and timely information.

Data

1. Enter the total annual number of 911 calls delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Total number of calls delivered to primary Public Safety Answering Points (PSAPs) in the calendar year, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office."

State	Response	State	Response
Alabama	4,503,055	Montana	?
Alaska	?	Nebraska	985,190
American Samoa	x	Nevada	x
Arizona	5,793,849	New Hampshire	490,833
Arkansas	1,942,393	New Jersey	8,961,206
California	26,625,880	New Mexico	2,634,166
Colorado	3,351,479	New York	?
Connecticut	2,012,310	North Carolina	7,595,378
Delaware	751,032	North Dakota	271,332
District of Columbia	1,435,376	Northern Mariana Islands	x
Florida	15,137,289	Ohio	5,945,463
Georgia	12,505,076	Oklahoma	2,792,166
Guam	35,000	Oregon	2,204,509
Hawaii	1,444,618	Pennsylvania	8,375,657
Idaho	?	Puerto Rico	1,600,118
Illinois	8,304,001	Rhode Island	498,395
Indiana	3,847,934	South Carolina	4,374,191
Iowa	1,192,075	South Dakota	347,439
Kansas	1,699,111	Tennessee	3,633,277
Kentucky	3,274,386	Texas	23,729,781
Louisiana	3,740,228	Utah	1,152,401
Maine	620,594	Vermont	236,948
Maryland	4,394,222	Virgin Islands (U.S.)	x
Massachusetts	3,241,132	Virginia	4,206,870
Michigan	14,773,607	Washington	5,461,365
Minnesota	2,978,691	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	4,221,423	Wyoming	331,483

State Response Summary	Total
States	**45**
Calls	**213,652,929**
? – State responded data element as unknown	5
x – State did not submit data	6

Findings

The total reported 911 calls is a close estimate. Accurately tracking total 911 calls in a state requires input from many entities that may include estimates. In 2021, 45 States reported 213,652,929 total 911 calls delivered to their primary PSAPs.

Data

2. Enter the total annual number of incoming wireline 911 calls delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Number of incoming wireline 911 calls, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office."

State	Response	State	Response
Alabama	106,931	Montana	?
Alaska	?	Nebraska	107,638
American Samoa	x	Nevada	x
Arizona	639,526	New Hampshire	37,267
Arkansas	157,116	New Jersey	1,233,202
California	1,810,942	New Mexico	607,799
Colorado	189,003	New York	?
Connecticut	174,755	North Carolina	879,236
Delaware	?	North Dakota	31,500
District of Columbia	104,600	Northern Mariana Islands	x
Florida	?	Ohio	449,788
Georgia	?	Oklahoma	213,556
Guam	?	Oregon	79,792
Hawaii	202,334	Pennsylvania	1,553,546
Idaho	?	Puerto Rico	45,509
Illinois	914,464	Rhode Island	39,239
Indiana	242,168	South Carolina	633,868
Iowa	144,423	South Dakota	29,291
Kansas	122,234	Tennessee	?
Kentucky	561,954	Texas	1,570,428
Louisiana	625,775	Utah	31,581
Maine	69,854	Vermont	29,603
Maryland	993,057	Virgin Islands (U.S.)	x
Massachusetts	645,268	Virginia	543,378
Michigan	729,236	Washington	404,921
Minnesota	292,632	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	417,041	Wyoming	26,278

State Response Summary	Total
States	**40**
Calls	**17,690,733**
? – State responded data element as unknown	10
x – State did not submit data	6

Findings

Year over year, the number of wireline calls continues to trend downward as landline services decrease and wireless services increase. In 2021, 40 States reported a total of 17,690,733 wireline 911 calls delivered to their primary PSAPs.

Data

3. Enter the total annual number of incoming wireless 911 calls delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Number of incoming wireless 911 calls, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office."

State	Response	State	Response
Alabama	2,728,645	Montana	?
Alaska	?	Nebraska	810,193
American Samoa	x	Nevada	x
Arizona	4,822,657	New Hampshire	385,964
Arkansas	1,731,425	New Jersey	7,726,569
California	23,242,971	New Mexico	1,181,593
Colorado	2,980,585	New York	?
Connecticut	1,689,291	North Carolina	6,042,589
Delaware	?	North Dakota	234,682
District of Columbia	747,421	Northern Mariana Islands	x
Florida	?	Ohio	4,819,288
Georgia	?	Oklahoma	2,202,168
Guam	?	Oregon	1,878,261
Hawaii	1,186,399	Pennsylvania	6,203,322
Idaho	?	Puerto Rico	1,085,584
Illinois	6,696,579	Rhode Island	458,691
Indiana	3,378,796	South Carolina	3,549,811
Iowa	1,029,196	South Dakota	305,531
Kansas	1,434,853	Tennessee	?
Kentucky	2,236,612	Texas	17,960,054
Louisiana	2,932,723	Utah	1,038,820
Maine	487,326	Vermont	178,335
Maryland	3,389,450	Virgin Islands (U.S.)	x
Massachusetts	2,595,864	Virginia	3,408,164
Michigan	5,699,117	Washington	4,670,887
Minnesota	2,536,160	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	2,193,977	Wyoming	246,700

State Response Summary	Total
States	40
Calls	138,127,253
? – State responded data element as unknown	10
x – State did not submit data	6

Findings

Year over year, the number of wireless calls continues to be much greater than the number of wireline calls as the ratio of wireless to wireline calls increases throughout the country.
• 2021: 40 states reported 138,127,253 wireless calls
• 2020: 42 states reported 150,674,443 wireless calls
• 2019: 38 states reported 145,102,640 wireless calls
• 2018: 39 states reported 143,847,477 wireless calls
• 2017: 34 states reported 143,164,596 wireless calls

Data

4. Enter the total annual number of incoming VoIP 911 calls delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Number of incoming Voice over Internet Protocol (VoIP) 911 calls, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office."

State	Response	State	Response
Alabama	119,356	Montana	?
Alaska	?	Nebraska	63,849
American Samoa	x	Nevada	x
Arizona	331,666	New Hampshire	50,287
Arkansas	51,723	New Jersey	1,435
California	1,476,428	New Mexico	42,797
Colorado	171,216	New York	?
Connecticut	143,152	North Carolina	658,664
Delaware	?	North Dakota	4,446
District of Columbia	106,011	Northern Mariana Islands	x
Florida	?	Ohio	373,983
Georgia	?	Oklahoma	?
Guam	?	Oregon	124,625
Hawaii	52,372	Pennsylvania	602,581
Idaho	?	Puerto Rico	?
Illinois	683,819	Rhode Island	?
Indiana	226,970	South Carolina	184,309
Iowa	15,817	South Dakota	8,608
Kansas	133,614	Tennessee	?
Kentucky	149,566	Texas	1,117,411
Louisiana	172,348	Utah	44,454
Maine	54,334	Vermont	24,692
Maryland	?	Virgin Islands (U.S.)	x
Massachusetts	?	Virginia	255,328
Michigan	438,819	Washington	369,812
Minnesota	149,879	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	162,560	Wyoming	5,453

State Response Summary	Total
States	**35**
Calls	**8,572,384**
? – State responded data element as unknown	15
x – State did not submit data	6

Findings

The 2021 reported data shows a slight decrease in VoIP calls but also a decrease in the number of states reporting.
- 2021: 35 states reported 8,572,384 VoIP calls
- 2020: 36 states reported 9,235,752 VoIP calls
- 2019: 34 states reported 9,252,320 VoIP calls
- 2018: 33 states reported 8,369,223 VoIP calls
- 2017: 21 states reported 5,086,983 VoIP calls

Data

5. Enter the total annual number of incoming MLTS 911 calls delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Number of incoming Multi-line Telephone System (MLTS) 911 calls, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office."

State	Response	State	Response
Alabama	7,449	Montana	?
Alaska	?	Nebraska	?
American Samoa	x	Nevada	x
Arizona	?	New Hampshire	?
Arkansas	?	New Jersey	?
California	?	New Mexico	801,977
Colorado	?	New York	?
Connecticut	?	North Carolina	?
Delaware	?	North Dakota	0
District of Columbia	?	Northern Mariana Islands	x
Florida	?	Ohio	43,593
Georgia	?	Oklahoma	?
Guam	?	Oregon	113,959
Hawaii	?	Pennsylvania	?
Idaho	?	Puerto Rico	?
Illinois	?	Rhode Island	?
Indiana	?	South Carolina	?
Iowa	?	South Dakota	2,690
Kansas	?	Tennessee	?
Kentucky	322,749	Texas	244,327
Louisiana	?	Utah	34,036
Maine	8,232	Vermont	11,678
Maryland	?	Virgin Islands (U.S.)	x
Massachusetts	?	Virginia	?
Michigan	?	Washington	?
Minnesota	?	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

State Response Summary	Total
States	**11**
Calls	**1,590,690**
? – State responded data element as unknown	**39**
x – State did not submit data	**6**

Findings

During the past five data collection years, a significant number of states have responded "unknown" or did not submit an answer to this data element. MLTS data, differentiated from total call numbers, are difficult to collect at a state level because it requires knowing how many MLTS systems are in place throughout the state and how they are configured.
• 2021: 11 states reported 1,590,690 MLTS calls
• 2020: 12 states reported 1,553,426 MLTS calls
• 2019: 15 states reported 1,832,522 MLTS calls
• 2018: 11 states reported 1,582,025 CALTS calls
• 2017: 12 states reported 2,025,509 MLTS calls

Data

6. Enter the total annual number of incoming texts-to-911 delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Number of incoming texts-to-911, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office."

State	Response	State	Response
Alabama	11,419	Montana	?
Alaska	?	Nebraska	3,510
American Samoa	x	Nevada	x
Arizona	6,881	New Hampshire	601
Arkansas	2,129	New Jersey	?
California	95,539	New Mexico	0
Colorado	10,675	New York	?
Connecticut	5,112	North Carolina	14,889
Delaware	?	North Dakota	704
District of Columbia	2,802	Northern Mariana Islands	x
Florida	?	Ohio	17,227
Georgia	?	Oklahoma	14,576
Guam	?	Oregon	7,872
Hawaii	3,513	Pennsylvania	16,208
Idaho	?	Puerto Rico	7,684
Illinois	9,139	Rhode Island	465
Indiana	15,248	South Carolina	6,203
Iowa	2,639	South Dakota	1,319
Kansas	8,410	Tennessee	?
Kentucky	3,505	Texas	162,348
Louisiana	9,382	Utah	3,510
Maine	848	Vermont	475
Maryland	11,715	Virgin Islands (U.S.)	x
Massachusetts	6,056	Virginia	?
Michigan	9,313	Washington	15,745
Minnesota	9,462	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	10,164	Wyoming	682

State Response Summary	Total
States	**38**
Calls	**507,969**
? – State responded data element as unknown	12
x – State did not submit data	6

Findings

As the nation moves toward NG911, more states are gaining the ability and capacity to provide text-to-911 service. Though frequently deployed at a local or regional level, text-to-911 is increasingly being deployed at a statewide level to offer a consistent level of service.
• 2021: 38 states reported 507,969 text-to-911 messages
• 2020: 39 states reported 492,328 text-to-911 messages
• 2019: 36 states reported 581,151 text-to-911 messages
• 2018: 33 states reported 188,646 text-to-911 messages

Data

7. Enter the number of primary PSAPs within your state. The total number of primary + secondary PSAPs is indicated in parentheses in the second column.

NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office."

State	Response	(primary + secondary)	State	Response	(primary + secondary)
Alabama	106	106	Montana	53	60
Alaska	42	50	Nebraska	68	68
American Samoa	x		Nevada	x	
Arizona	72	81	New Hampshire	2	2
Arkansas	98	98	New Jersey	178	250
California	390	440	New Mexico	42	42
Colorado	82	86	New York	?	
Connecticut	102	106	North Carolina	115	127
Delaware	8	9	North Dakota	21	22
District of Columbia	1	1	Northern Mariana Islands	x	
Florida	143	198	Ohio	252	273
Georgia	155	155	Oklahoma	126	126
Guam	2	2	Oregon	43	54
Hawaii	5	8	Pennsylvania	61	61
Idaho	48	52	Puerto Rico	2	3
Illinois	183	198	Rhode Island	2	2
Indiana	91	118	South Carolina	68	78
Iowa	112	112	South Dakota	32	33
Kansas	117	128	Tennessee	120	138
Kentucky	114	130	Texas	499	575
Louisiana	75	75	Utah	30	33
Maine	24	57	Vermont	6	6
Maryland	24	95	Virgin Islands (U.S.)	x	
Massachusetts	215	231	Virginia	119	160
Michigan	136	141	Washington	51	80
Minnesota	96	103	West Virginia	x	
Mississippi	x		Wisconsin	111	122
Missouri	165	165	Wyoming	30	33

State Response Summary	Total
States	49
Primary PSAPs	4,637
(Primary + Secondary) PSAPs	5,293
? – State responded data element as unknown	1
x – State did not submit data	6

Findings

In 2021, the total number of primary PSAPs was 4,637 based on 49 reporting states, showing a slight increase from last year.
- 2020: The total number of primary PSAPs was 4,627 based on 48 reporting states
- 2019: The total number of primary PSAPs was 4,658 based on 48 reporting states
- 2018: The total number of PSAPs was 4,505 based on 46 reporting states

Data

8. Enter the number of secondary PSAPs within your state.

NENA defines a secondary PSAP as "a PSAP to which 911 calls are transferred from a primary PSAP". A secondary PSAP does not receive any direct 911 calls. It only received 911 calls as transfers from another PSAP.

State	Response	State	Response
Alabama	?	Montana	7
Alaska	8	Nebraska	0
American Samoa	x	Nevada	x
Arizona	9	New Hampshire	0
Arkansas	?	New Jersey	72
California	50	New Mexico	?
Colorado	4	New York	?
Connecticut	4	North Carolina	12
Delaware	1	North Dakota	1
District of Columbia	0	Northern Mariana Islands	x
Florida	55	Ohio	21
Georgia	?	Oklahoma	?
Guam	0	Oregon	11
Hawaii	3	Pennsylvania	0
Idaho	4	Puerto Rico	1
Illinois	15	Rhode Island	0
Indiana	27	South Carolina	10
Iowa	?	South Dakota	1
Kansas	11	Tennessee	18
Kentucky	16	Texas	76
Louisiana	?	Utah	3
Maine	33	Vermont	0
Maryland	71	Virgin Islands (U.S.)	x
Massachusetts	16	Virginia	41
Michigan	5	Washington	29
Minnesota	7	West Virginia	x
Mississippi	x	Wisconsin	11
Missouri	?	Wyoming	3

State Response Summary	Total
States	**41**
Secondary PSAPs	**656**
? – State responded data element as unknown	9
x – State did not submit data	6

Findings

In 2021, 41 states provided data reporting 656 secondary PSAPs, which is a decrease from the past year.
- 2020: 42 states reported 774 secondary PSAPs
- 2019: 41 states reported 957 secondary PSAPs
- 2018: 39 states reported 927 secondary PSAPs

Data

9. Enter the number of primary PSAPs that have 1-2 911 equipment positions.

This element identifies how many primary PSAPs in your state have 1-2 equipment positions, including call-handling and/or dispatching. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office." A call-handling equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	45	Montana	38
Alaska	35	Nebraska	38
American Samoa	x	Nevada	x
Arizona	21	New Hampshire	0
Arkansas	58	New Jersey	80
California	?	New Mexico	5
Colorado	?	New York	?
Connecticut	46	North Carolina	5
Delaware	8	North Dakota	11
District of Columbia	0	Northern Mariana Islands	x
Florida	28	Ohio	98
Georgia	15	Oklahoma	73
Guam	0	Oregon	10
Hawaii	1	Pennsylvania	1
Idaho	20	Puerto Rico	0
Illinois	51	Rhode Island	0
Indiana	13	South Carolina	6
Iowa	55	South Dakota	8
Kansas	50	Tennessee	21
Kentucky	56	Texas	276
Louisiana	?	Utah	6
Maine	1	Vermont	2
Maryland	0	Virgin Islands (U.S.)	x
Massachusetts	110	Virginia	14
Michigan	14	Washington	1
Minnesota	40	West Virginia	x
Mississippi	x	Wisconsin	28
Missouri	75	Wyoming	10

State Response Summary	Total
States	**46**
PSAPs	**1,473**
? – State responded data element as unknown	4
x – State did not submit data	6

Findings

In 2021, 46 states reported 1,473 PSAPs with 1-2 911 equipment positions, which averages approximately 32% of reported primary PSAPs to be considered very small.
- 2020: 29% of PSAPs in reporting states were considered very small
- 2019: 29% of PSAPs in reporting states were considered very small
- 2018: 37% of PSAPs in reporting states were considered very small

Data

10. Enter the number of primary PSAPs that have 3-5 911 equipment positions.

This element identifies how many PSAPs in your state have 3-5 911 equipment positions, including call-handling and/or dispatching. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office." A call-handling equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	36	Montana	9
Alaska	3	Nebraska	25
American Samoa	x	Nevada	x
Arizona	25	New Hampshire	0
Arkansas	27	New Jersey	61
California	?	New Mexico	14
Colorado	?	New York	?
Connecticut	44	North Carolina	55
Delaware	5	North Dakota	7
District of Columbia	0	Northern Mariana Islands	x
Florida	39	Ohio	112
Georgia	75	Oklahoma	42
Guam	1	Oregon	21
Hawaii	1	Pennsylvania	9
Idaho	23	Puerto Rico	0
Illinois	75	Rhode Island	0
Indiana	52	South Carolina	32
Iowa	36	South Dakota	16
Kansas	53	Tennessee	69
Kentucky	50	Texas	162
Louisiana	?	Utah	9
Maine	18	Vermont	2
Maryland	0	Virgin Islands (U.S.)	x
Massachusetts	84	Virginia	61
Michigan	81	Washington	23
Minnesota	38	West Virginia	x
Mississippi	x	Wisconsin	52
Missouri	24	Wyoming	15

State Response Summary	Total
States	46
PSAPs	1,586
? – State responded data element as unknown	4
x – State did not submit data	6

Findings

In 2021, 46 states reported 1,586 PSAPS having 3-5 911 equipment positions, which averages to 34% of reported primary PSAPs to be considered small.
- 2020: 32% of PSAPs in reporting states were considered small
- 2019: 28% of PSAPs in reporting states were considered small
- 2018: 33% of PSAPs in reporting states were considered small

Data

11. Enter the number of primary PSAPs that have 6-20 911 equipment positions.

This element identifies how many PSAPs in your state have 6-20 911 equipment positions, including call-handling and/or dispatching. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office." A call-handling equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	20	Montana	6
Alaska	4	Nebraska	5
American Samoa	x	Nevada	x
Arizona	20	New Hampshire	1
Arkansas	13	New Jersey	27
California	?	New Mexico	22
Colorado	?	New York	?
Connecticut	12	North Carolina	51
Delaware	3	North Dakota	3
District of Columbia	0	Northern Mariana Islands	x
Florida	60	Ohio	35
Georgia	42	Oklahoma	9
Guam	1	Oregon	10
Hawaii	2	Pennsylvania	38
Idaho	4	Puerto Rico	0
Illinois	52	Rhode Island	2
Indiana	22	South Carolina	26
Iowa	10	South Dakota	3
Kansas	13	Tennessee	26
Kentucky	7	Texas	83
Louisiana	?	Utah	12
Maine	5	Vermont	2
Maryland	7	Virgin Islands (U.S.)	x
Massachusetts	19	Virginia	34
Michigan	39	Washington	19
Minnesota	15	West Virginia	x
Mississippi	x	Wisconsin	23
Missouri	14	Wyoming	5

State Response Summary	Total
States	**46**
PSAPs	**826**
? – State responded data element as unknown	4
x – State did not submit data	6

Findings

In 2021, 46 states reported 826 primary PSAPs having 6-20 911 equipment positions which averages to 18% of reported primary PSAPs considered to be medium.
- 2020: 19% of PSAPs in reporting states were considered medium
- 2019: 16% of PSAPs in reporting states were considered medium
- 2018: 25% of PSAPs in reporting states were considered medium

Data

12. Enter the number of primary PSAPs that have 21-49 911 equipment positions.

This element identifies how many PSAPs in your state have 21-49 911 equipment positions, including call-handling and/or dispatching. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office." A call-handling equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	4	Montana	0
Alaska	0	Nebraska	0
American Samoa	x	Nevada	x
Arizona	5	New Hampshire	1
Arkansas	0	New Jersey	5
California	?	New Mexico	0
Colorado	?	New York	?
Connecticut	0	North Carolina	4
Delaware	?	North Dakota	0
District of Columbia	0	Northern Mariana Islands	x
Florida	12	Ohio	7
Georgia	6	Oklahoma	1
Guam	0	Oregon	1
Hawaii	1	Pennsylvania	9
Idaho	1	Puerto Rico	0
Illinois	4	Rhode Island	0
Indiana	4	South Carolina	4
Iowa	1	South Dakota	1
Kansas	1	Tennessee	4
Kentucky	0	Texas	10
Louisiana	?	Utah	2
Maine	0	Vermont	0
Maryland	11	Virgin Islands (U.S.)	x
Massachusetts	2	Virginia	9
Michigan	2	Washington	7
Minnesota	3	West Virginia	x
Mississippi	x	Wisconsin	4
Missouri	2	Wyoming	0

State Response Summary	Total
States	45
PSAPs	128
? – State responded data element as unknown	5
x – State did not submit data	6

Findings

In 2021, 45 states reported 128 primary PSAPs having 21-49 911 equipment positions, which averages less than 1% of reported primary PSAPs considered to be large.
- 2020: 3% of PSAPs in reporting states were considered large
- 2019: 3% of PSAPs in reporting states were considered large
- 2018: 3% of PSAPs in reporting states were considered large

Data

13. Enter the number of primary PSAPs that have 50 or more 911 equipment positions.

This element identifies how many PSAPs in your state have 50 or more 911 equipment positions, including call-handling and/or dispatching. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Control Office." A call-handling equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	1	Montana	0
Alaska	0	Nebraska	0
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	0
Arkansas	0	New Jersey	5
California	?	New Mexico	1
Colorado	?	New York	?
Connecticut	0	North Carolina	0
Delaware	?	North Dakota	0
District of Columbia	1	Northern Mariana Islands	x
Florida	4	Ohio	0
Georgia	2	Oklahoma	0
Guam	0	Oregon	1
Hawaii	0	Pennsylvania	4
Idaho	0	Puerto Rico	2
Illinois	1	Rhode Island	0
Indiana	0	South Carolina	0
Iowa	0	South Dakota	0
Kansas	0	Tennessee	0
Kentucky	1	Texas	5
Louisiana	?	Utah	1
Maine	0	Vermont	0
Maryland	6	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	1
Michigan	0	Washington	1
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	1
Missouri	0	Wyoming	0

State Response Summary	Total
States	45
PSAPs	39
? – State responded data element as unknown	5
x – State did not submit data	6

Findings

In 2021, 45 states reported 39 primary PSAPs having 50 or more 911 equipment positions, which averages less than 1% of reported primary PSAPs considered to be very large.
- 2020: fewer than 1% of PSAPs in reporting states were considered very large
- 2019: fewer than 1% of PSAPs in reporting states were considered very large
- 2018: fewer than 1% of PSAPs in reporting states were considered very large

Data

14. Enter the total number of 911 call-handling equipment positions in your state, whether hosted or local.

This element identifies the total number of 911 call-handling equipment positions in the state. A call-handling equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	584	Montana	153
Alaska	71	Nebraska	212
American Samoa	x	Nevada	x
Arizona	705	New Hampshire	50
Arkansas	318	New Jersey	1,040
California	3,317	New Mexico	343
Colorado	?	New York	?
Connecticut	363	North Carolina	1,395
Delaware	?	North Dakota	72
District of Columbia	102	Northern Mariana Islands	x
Florida	?	Ohio	995
Georgia	1,017	Oklahoma	449
Guam	5	Oregon	277
Hawaii	?	Pennsylvania	1,047
Idaho	?	Puerto Rico	103
Illinois	1,146	Rhode Island	28
Indiana	707	South Carolina	757
Iowa	335	South Dakota	131
Kansas	440	Tennessee	714
Kentucky	544	Texas	3,072
Louisiana	?	Utah	268
Maine	133	Vermont	26
Maryland	966	Virgin Islands (U.S.)	x
Massachusetts	754	Virginia	955
Michigan	787	Washington	726
Minnesota	500	West Virginia	x
Mississippi	x	Wisconsin	617
Missouri	459	Wyoming	137

State Response Summary	Total
States	**43**
Positions	**26,820**
? – State responded data element as unknown	7
x – State did not submit data	6

Findings

Depending on the governance structure, states may not have access to this information. In 2021, 43 states reported 26,820 total 911 call-handling equipment positions.
- 2020: 42 states reported 28,361 total 911 call-handling equipment positions
- 2019: 43 states reported 26,651 total 911 call-handling equipment positions
- 2018: 34 states reported 19,334 total 911 call-handling equipment positions

Data

15. Enter the number of PSAPs in your state that provide Emergency Medical Dispatch (EMD) and follow a specific formal protocol.

This element identifies how many PSAPs in your state provide EMD and follow a formally state-recognized protocol, whether it be a commercial or a state-approved locally developed EMD protocol.

State	Response	State	Response
Alabama	91	Montana	?
Alaska	3	Nebraska	?
American Samoa	x	Nevada	x
Arizona	6	New Hampshire	2
Arkansas	17	New Jersey	145
California	?	New Mexico	25
Colorado	?	New York	?
Connecticut	106	North Carolina	115
Delaware	?	North Dakota	21
District of Columbia	1	Northern Mariana Islands	x
Florida	49	Ohio	190
Georgia	74	Oklahoma	20
Guam	1	Oregon	?
Hawaii	5	Pennsylvania	61
Idaho	39	Puerto Rico	0
Illinois	169	Rhode Island	0
Indiana	119	South Carolina	?
Iowa	59	South Dakota	28
Kansas	55	Tennessee	?
Kentucky	87	Texas	135
Louisiana	?	Utah	29
Maine	24	Vermont	6
Maryland	25	Virgin Islands (U.S.)	x
Massachusetts	215	Virginia	48
Michigan	82	Washington	43
Minnesota	29	West Virginia	x
Mississippi	x	Wisconsin	59
Missouri	48	Wyoming	26

State Response Summary	Total
States	40
PSAPs	2,257
? – State responded data element as unknown	10
x – State did not submit data	6

Findings

In 2021, 40 states reported 2,257 PSAPs that provide EMD and follow a specific formal protocol.
- 2020: 41 states reported having at least 1 PSAP that provides EMD and follows a specific formal protocol
- 2019: 39 states reported having at least 1 PSAP that provides EMD and follows a specific formal protocol
- 2018: 32 states reported having at least 1 PSAP that provides EMD and follows a specific formal protocol

Data

16. Enter the number of PSAPs in your state that are operated by the Department of Defense (DoD).

This element identifies how many PSAPs in your state are operated by the DoD (including those on military installations as well as the National Guard).

State	Response	State	Response
Alabama	4	Montana	1
Alaska	2	Nebraska	1
American Samoa	x	Nevada	x
Arizona	4	New Hampshire	0
Arkansas	?	New Jersey	2
California	10	New Mexico	4
Colorado	5	New York	1
Connecticut	0	North Carolina	6
Delaware	0	North Dakota	3
District of Columbia	0	Northern Mariana Islands	x
Florida	14	Ohio	3
Georgia	3	Oklahoma	3
Guam	2	Oregon	0
Hawaii	1	Pennsylvania	0
Idaho	2	Puerto Rico	0
Illinois	0	Rhode Island	0
Indiana	0	South Carolina	?
Iowa	0	South Dakota	1
Kansas	3	Tennessee	2
Kentucky	0	Texas	3
Louisiana	?	Utah	1
Maine	0	Vermont	0
Maryland	6	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	?
Michigan	2	Washington	3
Minnesota	1	West Virginia	x
Mississippi	x	Wisconsin	3
Missouri	?	Wyoming	1

State Response Summary	Total
States	**45**
PSAPs	**97**
? – State responded data element as unknown	5
x – State did not submit data	6

Findings

It's important for states to identify and include PSAPs operated by the DoD in their state and NG911 plans (data from the DoD is included separately later in this report.) In 2021, 45 states reported 97 PSAPs operated by the DoD.
• 2020: 44 states reported 96 PSAPs
• 2019: 40 states reported 77 PSAPs
• 2018: 38 states reported 60 PSAPs

Data

17. Enter the number of PSAPs in your state that are operated by the Department of the Interior (DOI).

This element identifies how many PSAPs in your state are operated by the DOI. The DOI includes the National Park Service.

State	Response	State	Response
Alabama	?	Montana	0
Alaska	?	Nebraska	0
American Samoa	x	Nevada	x
Arizona	2	New Hampshire	0
Arkansas	?	New Jersey	0
California	3	New Mexico	?
Colorado	0	New York	0
Connecticut	0	North Carolina	?
Delaware	0	North Dakota	0
District of Columbia	0	Northern Mariana Islands	x
Florida	?	Ohio	0
Georgia	0	Oklahoma	?
Guam	?	Oregon	0
Hawaii	?	Pennsylvania	0
Idaho	?	Puerto Rico	0
Illinois	0	Rhode Island	0
Indiana	0	South Carolina	0
Iowa	0	South Dakota	1
Kansas	0	Tennessee	0
Kentucky	0	Texas	0
Louisiana	?	Utah	0
Maine	0	Vermont	0
Maryland	0	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	?
Michigan	?	Washington	2
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	1

State Response Summary	Total
States	35
PSAPs	9
? – State responded data element as unknown	15
x – State did not submit data	6

Findings

It's important for states to identify and include PSAPs operated by the DOI in their state and NG911 plans. In 2021, 35 states reported 9 PSAPs operated by the DOI in their state and NG911 plans.
• 2020: 32 states reported 15 PSAPs
• 2019: 34 states reported 11 PSAPs
• 2018: 31 states reported 4 PSAPs

Data

18. Does your state have QA requirements for compliance with call-handling protocols for EMD?

This data element identifies whether a state has Quality Assurance (QA) requirements for compliance with call-handling protocols for EMD dispatch services.

State	Response	State	Response
Alabama	No	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	No	New Jersey	No
California	Yes	New Mexico	Yes
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	Yes
Delaware	Yes	North Dakota	No
District of Columbia	Yes	Northern Mariana Islands	x
Florida	No	Ohio	No
Georgia	No	Oklahoma	No
Guam	Yes	Oregon	No
Hawaii	Yes	Pennsylvania	Yes
Idaho	?	Puerto Rico	No
Illinois	Yes	Rhode Island	No
Indiana	No	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	Yes
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	No	Washington	No
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	No	Wyoming	Yes

State Response Summary	Total
Yes	21
No	27
? – State responded data element as unknown	2
x – State did not submit data	6

Findings

In 2021, 48 states provided data with 21 of those reporting having QA requirements for compliance with call-handling protocols, 27 reporting they do not have QA requirments, and two were unknown.
- 2020: 46 states reported providing EMD and 17 of those (37%) also had QA requirements
- 2019: 46 states reported providing EMD and 17 of those (37%) also had QA requirements
- 2018: 33 states reported providing EMD and 16 of those (48%) also had QA requirements

Data

19. Does your state have QA requirements for compliance with call-handling protocols for Fire?

This data element identifies whether a state has Quality Assurance (QA) requirements for compliance with call-handling protocols for fire dispatch services.

State	Response	State	Response
Alabama	No	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	No
Arkansas	No	New Jersey	No
California	No	New Mexico	No
Colorado	No	New York	Yes
Connecticut	No	North Carolina	No
Delaware	Yes	North Dakota	No
District of Columbia	Yes	Northern Mariana Islands	x
Florida	No	Ohio	No
Georgia	No	Oklahoma	No
Guam	?	Oregon	No
Hawaii	Yes	Pennsylvania	Yes
Idaho	?	Puerto Rico	No
Illinois	No	Rhode Island	Yes
Indiana	No	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	No
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	No	Washington	No
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	No	Wyoming	No

State Response Summary	Total
Yes	**13**
No	**34**
? – State responded data element as unknown	**3**
x – State did not submit data	**6**

Findings

In 2021, 47 states provided data, with 13 of those reporting having QA requirements for compliance with fire call-handling protocols, 34 reporting they do not have QA requirements for compliance with fire call-handling protocols, and three were unknown.
- 2020: 11 states (24%) that answered this question reported having QA requirements for compliance with fire call-handling protocols
- 2019: 13 states (28%) that answered this question reported having QA requirements for compliance with fire call-handling protocols
- 2018: 12 states (25%) that answered this question reported having QA requirements for compliance with fire call-handling protocols

Data

20. Does your state have QA requirements for compliance with call-handling protocols for Police?

This data element identifies whether a state has Quality Assurance (QA) requirements for compliance with call-handling protocols for police dispatch services.

State	Response	State	Response
Alabama	No	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	No
Arkansas	No	New Jersey	No
California	No	New Mexico	No
Colorado	No	New York	Yes
Connecticut	No	North Carolina	No
Delaware	Yes	North Dakota	No
District of Columbia	Yes	Northern Mariana Islands	x
Florida	No	Ohio	No
Georgia	No	Oklahoma	No
Guam	?	Oregon	No
Hawaii	Yes	Pennsylvania	Yes
Idaho	?	Puerto Rico	No
Illinois	No	Rhode Island	Yes
Indiana	No	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	No
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	No	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	No	Washington	No
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	No	Wyoming	No

State Response Summary	Total
Yes	12
No	35
? – State responded data element as unknown	3
x – State did not submit data	6

Findings

In 2021, 47 states provided data, with 12 of those reporting having QA requirements for compliance with police call-handling protocols, 35 reporting they do not have QA requirements for compliance with police call-handling protocols, and three reporting unknown.
- 2020: 10 states (22%) that answered this question reported having QA requirements for compliance with police call-handling protocols
- 2019: 12 states (27%) that answered this question reported having QA requirements for compliance with police call-handling protocols
- 2018: 10 states (21%) that answered this question reported having QA requirements for compliance with police call-handling protocols

Data

21. Do minimum training requirements for telecommunicators exist statewide?

This element identifies if your state has minimum training requirements.

State	Response	State	Response
Alabama	No	Montana	Yes
Alaska	No	Nebraska	Yes
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	Yes	New Jersey	Yes
California	Yes	New Mexico	Yes
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	Yes
Delaware	Yes	North Dakota	Yes
District of Columbia	Yes	Northern Mariana Islands	x
Florida	Yes	Ohio	Yes
Georgia	Yes	Oklahoma	No
Guam	Yes	Oregon	Yes
Hawaii	Yes	Pennsylvania	Yes
Idaho	Yes	Puerto Rico	Yes
Illinois	Yes	Rhode Island	Yes
Indiana	No	South Carolina	Yes
Iowa	Yes	South Dakota	Yes
Kansas	Yes	Tennessee	Yes
Kentucky	Yes	Texas	Yes
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	Yes
Michigan	Yes	Washington	Yes
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	Yes
Missouri	Yes	Wyoming	Yes

State Response Summary	Total
Yes	**42**
No	**8**
? – State responded data element as unknown	0
x – State did not submit data	6

Findings

In 2021, of the 50 states that responded, 42 states reported having minimum training requirements and 8 reported not having minimum training requirements.
- 2020: 38 states (73%) reported having minimum training requirements
- 2019: 35 states (73%) reported having minimum training requirements
- 2018: 31 states (66%) reported having minimum training requirements

Data

22. Are mechanisms in place at the state level to ensure minimum training requirements are carried out? Mechanisms may include regulation, legislation, funding or audits.

This element identifies if minimum training requirements are defined in state statute and can be enforced. Examples include having a 40-hour training program or a standard that identifies the number of trainee hours per year per PSAP.

State	Response	State	Response
Alabama	No	Montana	Yes
Alaska	No	Nebraska	Yes
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	No	New Jersey	Yes
California	Yes	New Mexico	Yes
Colorado	No	New York	No
Connecticut	Yes	North Carolina	Yes
Delaware	?	North Dakota	Yes
District of Columbia	Yes	Northern Mariana Islands	x
Florida	Yes	Ohio	Yes
Georgia	Yes	Oklahoma	No
Guam	?	Oregon	Yes
Hawaii	No	Pennsylvania	Yes
Idaho	Yes	Puerto Rico	Yes
Illinois	Yes	Rhode Island	Yes
Indiana	No	South Carolina	Yes
Iowa	Yes	South Dakota	Yes
Kansas	No	Tennessee	Yes
Kentucky	Yes	Texas	Yes
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	Yes	Washington	No
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	No	Wyoming	Yes

State Response Summary	Total
Yes	32
No	16
? – State responded data element as unknown	2
x – State did not submit data	6

Findings

In 2021, of the 48 states that responded, 32 reported having mechanisms in place at the state level to ensure minimum training requirements are carried out, while 16 reported not having mechanisms in place at the state level to ensure minimum training requirements are carried out, and two were unknown.

• 2020: 34 states (71%) reported having minimum training requirements in place
• 2019: 34 states (71%) reported having minimum training requirements in place

Data

23. Do minimum training requirements exist for EMD?

This element identifies if there are minimum training requirements for EMD in your state.

State	Response	State	Response
Alabama	Yes	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	No	New Jersey	Yes
California	Yes	New Mexico	Yes
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	Yes
Delaware	Yes	North Dakota	Yes
District of Columbia	Yes	Northern Mariana Islands	x
Florida	No	Ohio	Yes
Georgia	No	Oklahoma	No
Guam	Yes	Oregon	Yes
Hawaii	Yes	Pennsylvania	Yes
Idaho	No	Puerto Rico	?
Illinois	Yes	Rhode Island	Yes
Indiana	Yes	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	Yes
Kentucky	Yes	Texas	No
Louisiana	Yes	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	No	Washington	Yes
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	Yes
Missouri	Yes	Wyoming	Yes

State Response Summary	Total
Yes	32
No	16
? – State responded data element as unknown	2
x – State did not submit data	6

Findings

In 2021, of the 48 states that responded, 32 states reported having minimum training requirements for EMD, 16 reported not having minimum training requirements for EMD, and two were unknown.
- 2020: 28 states (62%) reported having minimum training requirements for EMD
- 2019: 29 states (63%) reported having minimum training requirements for EMD
- 2018: 27 states (57%) reported having minimum training requirements for EMD

Data

24. Do minimum training requirements exist for fire dispatch?

This element identifies if there are minimum training requirements for fire dispatch in your state.

State	Response	State	Response
Alabama	No	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	No	New Jersey	No
California	Yes	New Mexico	No
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	No
Delaware	Yes	North Dakota	No
District of Columbia	Yes	Northern Mariana Islands	x
Florida	No	Ohio	No
Georgia	Yes	Oklahoma	No
Guam	Yes	Oregon	Yes
Hawaii	Yes	Pennsylvania	Yes
Idaho	?	Puerto Rico	?
Illinois	No	Rhode Island	No
Indiana	No	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	No
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	No
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	No	Washington	Yes
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	Yes	Wyoming	No

State Response Summary	Total
Yes	19
No	28
? – State responded data element as unknown	3
x – State did not submit data	6

Findings

In 2021, of the 47 states that responded, 19 reported they do have minimum training requirements for fire dispatch while 28 reported they do not have minimum training requirements for fire dispatch, and three were unknown.
- 2020: 18 states (40%) reported having minimum training requirements for fire dispatch
- 2019: 20 states (43%) reported having minimum training requirements for fire dispatch
- 2018: 19 states (40%) reported having minimum training requirements for fire dispatch

Data

25. Do minimum training requirements exist for police dispatch?

This element identifies if there are minimum training requirements for police dispatch in your state.

State	Response	State	Response
Alabama	No	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	No	New Jersey	No
California	Yes	New Mexico	Yes
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	No
Delaware	Yes	North Dakota	No
District of Columbia	Yes	Northern Mariana Islands	x
Florida	No	Ohio	No
Georgia	Yes	Oklahoma	No
Guam	Yes	Oregon	Yes
Hawaii	Yes	Pennsylvania	Yes
Idaho	?	Puerto Rico	?
Illinois	No	Rhode Island	No
Indiana	No	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	No
Kentucky	Yes	Texas	Yes
Louisiana	No	Utah	Yes
Maine	No	Vermont	No
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	Yes
Michigan	No	Washington	Yes
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	Yes	Wyoming	Yes

State Response Summary	Total
Yes	22
No	25
? – State responded data element as unknown	3
x – State did not submit data	6

Findings

In 2021, of the 47 states responded, 22 reported they do have minimum training requirements for police dispatch with 25 reporting they do not have minimum training requirements for police dispatch, and three were unknown.
- 2020: 21 states (46%) reported having minimum training requirements for police dispatch
- 2019: 21 states (46%) reported having minimum training requirements for police dispatch
- 2018: 20 states (43%) reported having minimum training requirements for police dispatch

Data

26. Has your state developed and adopted a statewide NG911 Plan to include governance, funding, system components, and operations at any point?

This element identifies whether or not your state has, at any point, developed and adopted a statewide NG911 Plan, which includes governance, funding, system components (IP network, ESInet, NG911 software services, security architecture, user identity management, database architecture, and PSAP configuration), and operations. Locally administered and funded organizations can still develop and adopt a coordinated statewide NG911 plan.

NENA defines NG911 as "an Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (ESInet), functional elements (applications), and databases that replicate traditional Enhanced 911 (E911) features and functions, and provides additional capabilities. NG911 is designed to provide access to emergency services from all connected communications sources and provide multimedia data capabilities for PSAPs and other emergency service organizations."

Data

26. Has your state developed and adopted a statewide NG911 Plan to include governance, funding, system components, and operations at any point?

State	Response	State	Response
Alabama	Yes	Montana	Yes
Alaska	No	Nebraska	Yes
American Samoa	x	Nevada	x
Arizona	Yes	New Hampshire	No
Arkansas	Yes	New Jersey	No
California	Yes	New Mexico	Yes
Colorado	No	New York	No
Connecticut	Yes	North Carolina	Yes
Delaware	Yes	North Dakota	Yes
District of Columbia	Yes	Northern Mariana Islands	x
Florida	Yes	Ohio	Yes
Georgia	No	Oklahoma	No
Guam	?	Oregon	No
Hawaii	No	Pennsylvania	Yes
Idaho	Yes	Puerto Rico	?
Illinois	Yes	Rhode Island	Yes
Indiana	Yes	South Carolina	Yes
Iowa	Yes	South Dakota	Yes
Kansas	Yes	Tennessee	Yes
Kentucky	Yes	Texas	Yes
Louisiana	Yes	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	Yes
Michigan	No	Washington	Yes
Minnesota	Yes	West Virginia	x
Mississippi	x	Wisconsin	Yes
Missouri	Yes	Wyoming	Yes

State Response Summary	Total
Yes	38
No	10
? – State responded data element as unknown	2
x – State did not submit data	6

Findings

The implementation of NG911 is often directly linked with a strong state coordination role and the existence of a statewide plan.
- 2021: 38 states reported Yes
- 2020: 35 states reported Yes
- 2019: 33 states reported Yes
- 2018: 31 states reported Yes

Data

27. Enter the number of sub-state or regional NG911 plans that exist within your state and are independent of a statewide NG911 plan.

Indicates the number of regional or local 911 authorities within your state who have developed and adopted NG911 plans for their area and currently have such a plan in place, regardless of when the plan was developed or adopted.

State	Response	State	Response
Alabama	0	Montana	?
Alaska	3	Nebraska	0
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	0
Arkansas	0	New Jersey	0
California	0	New Mexico	?
Colorado	0	New York	1
Connecticut	0	North Carolina	0
Delaware	?	North Dakota	0
District of Columbia	0	Northern Mariana Islands	x
Florida	?	Ohio	14
Georgia	0	Oklahoma	1
Guam	?	Oregon	0
Hawaii	0	Pennsylvania	0
Idaho	0	Puerto Rico	0
Illinois	22	Rhode Island	0
Indiana	?	South Carolina	12
Iowa	99	South Dakota	0
Kansas	1	Tennessee	0
Kentucky	?	Texas	53
Louisiana	0	Utah	0
Maine	0	Vermont	0
Maryland	12	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	11
Michigan	6	Washington	43
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	9	Wyoming	0

State Response Summary	Total
States that have ≥ 1 substate or regional NG911 plan	15
? – State responded data element as unknown	8
x – State did not submit data	6

Findings

The data shows that many states have adopted sub-state plans, but there has been little increase over time. An increase in statewide NG911 plan adoption (see question 26) may result in limiting adoption of sub-state NG911 plans due to the need to ensure alignment with the statewide plan. Some sub-state plans were also adopted prior to a statewide NG911 plan being approved.
• 2021: 15 states had ≥ 1 sub-state or regional NG911 plan
• 2020: 16 states had ≥ 1 sub-state or regional NG911 plan
• 2019: 14 states had ≥ 1 sub-state or regional NG911 plan
• 2018: 14 states had ≥ 1 sub-state or regional NG911 plan

Data

28. **Has your state established a statewide Concept of Operations document or its equivalent, including operations for NG911 and related architecture, at any point?**

A Concept of Operations (CONOPS) is a user-oriented document that describes the desired characteristics for a proposed system from a user's perspective and how its implementation will enhance the user's current operation.

The CONOPS would include, for example:
- User-oriented operational description for NG911 and related architecture
- Operational needs and use cases
- System overview and desired outcomes of users deploying the system
- Clear statement of responsibilities and authorities delegated

Data

28. Has your state established a statewide Concept of Operations document or its equivalent, including operations for NG911 and related architecture, at any point?

State	Response	State	Response
Alabama	Yes	Montana	No
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	Yes	New Hampshire	Yes
Arkansas	No	New Jersey	No
California	Yes	New Mexico	No
Colorado	No	New York	No
Connecticut	Yes	North Carolina	Yes
Delaware	?	North Dakota	Yes
District of Columbia	Yes	Northern Mariana Islands	x
Florida	Yes	Ohio	Yes
Georgia	No	Oklahoma	No
Guam	?	Oregon	No
Hawaii	No	Pennsylvania	Yes
Idaho	No	Puerto Rico	No
Illinois	Yes	Rhode Island	No
Indiana	No	South Carolina	No
Iowa	Yes	South Dakota	Yes
Kansas	Yes	Tennessee	No
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	Yes
Michigan	No	Washington	No
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	Yes
Missouri	No	Wyoming	No

State Response Summary	Total
Yes	23
No	25
? – State responded data element as unknown	2
x – State did not submit data	6

Findings

A Concept of Operations (CONOPS) plan is usually used in conjunction with a statewide NG911 plan to operationalize the strategic and long-term goals of the plan. Many states have chosen to use the statewide plan to document the specific NG911 strategy while the CONOPS plan provides a more step-by-step approach for how they are going to operate in an NG911 environment. Year-over-year the number of states that have established a statewide CONOPS plan has increased.
• 2021: 23 states established a statewide CONOPS plan
• 2020: 28 states established a statewide CONOPS plan
• 2019: 25 states established a statewide CONOPS plan
• 2018: 20 states established a statewide CONOPS plan

Data

29. Enter the number of regional or local 911 authorities within your state who have developed an NG911 Concept of Operations or its equivalent for their area.

Indicate the number of regional or local 911 authorities within the state who have developed a Concept of Operations or its equivalent for their area.

State	Response	State	Response
Alabama	0	Montana	?
Alaska	3	Nebraska	?
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	1
Arkansas	0	New Jersey	0
California	0	New Mexico	?
Colorado	?	New York	0
Connecticut	0	North Carolina	0
Delaware	?	North Dakota	0
District of Columbia	1	Northern Mariana Islands	x
Florida	31	Ohio	14
Georgia	0	Oklahoma	1
Guam	?	Oregon	0
Hawaii	0	Pennsylvania	67
Idaho	15	Puerto Rico	0
Illinois	0	Rhode Island	0
Indiana	?	South Carolina	1
Iowa	99	South Dakota	0
Kansas	1	Tennessee	?
Kentucky	2	Texas	22
Louisiana	5	Utah	1
Maine	0	Vermont	0
Maryland	24	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	11
Michigan	84	Washington	30
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	1

State Response Summary	Total
States that have ≥ 1 regional or local 911 authority with a CONOPS Plan	**21**
? – State responded data element as unknown	10
x – State did not submit data	6

Findings

Regional or local Concept of Operations (CONOPS) plans are usually developed from a grass roots model. Where present, they are usually the result of individual PSAPs making progress toward NG911 without a state-driven plan. In many cases, the jurisdictions with NG911 authority have introduced efforts to implement solutions for their respective PSAPs and followed national efforts to align with industry standards.
- 2021: 21 states had ≥ 1 regional or local 911 authority that developed a NG911 CONOPS plan
- 2020: 19 states had ≥ 1 regional or local 911 authority that developed a NG911 CONOPS plan
- 2019: 16 states had ≥ 1 regional or local 911 authority that developed a NG911 CONOPS plan
- 2018: 13 states had ≥ 1 regional or local 911 authority that developed a NG911 CONOPS plan

Data

30. Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for Database (GIS Services).

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	Awarded Contract(s)	Montana	Awarded Contract(s)
Alaska	None	Nebraska	Installed/Tested/Deployed
American Samoa	x	Nevada	x
Arizona	Installed/Tested/Deployed	New Hampshire	Installed/Tested/Deployed
Arkansas	Installed/Tested/Deployed	New Jersey	Released an RFP
California	Installed/Tested/Deployed	New Mexico	Installed/Tested/Deployed
Colorado	None	New York	?
Connecticut	Installed/Tested/Deployed	North Carolina	Installed/Tested/Deployed
Delaware	?	North Dakota	Installed/Tested/Deployed
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	Awarded Contract(s)
Georgia	None	Oklahoma	Awarded Contract(s)
Guam	None	Oregon	None
Hawaii	None	Pennsylvania	Installed/Tested/Deployed
Idaho	None	Puerto Rico	None
Illinois	Awarded Contract(s)	Rhode Island	Installed/Tested/Deployed
Indiana	None	South Carolina	Installed/Tested/Deployed
Iowa	Installed/Tested/Deployed	South Dakota	Awarded Contract(s)
Kansas	Installed/Tested/Deployed	Tennessee	Installed/Tested/Deployed
Kentucky	Completed Procurement	Texas	Installed/Tested/Deployed
Louisiana	None	Utah	Installed/Tested/Deployed
Maine	Installed/Tested/Deployed	Vermont	Installed/Tested/Deployed
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	Awarded Contract(s)	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

State Response Summary	Total
States	**48**
? – State responded data element as unknown	2
x – State did not submit data	6

Findings

As a state progresses toward full implementation of NG911, the procurement process may not be a sequential path. For example, there may be times when a state has to release more than one RFP for a component. Therefore, year to year comparisons may not be indicative of progress.

Released an RFP	1
Completed Procurement	1
Awarded Contract(s)	7
Installed/Tested/Deployed	24
None	15

Data

31. Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for NG Core Services.

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

None	Released RFP	Completed Procurement	Awarded Contract(s)	Installed/Tested/Deployed

State	Response	State	Response
Alabama	Installed/Tested/Deployed	Montana	None
Alaska	None	Nebraska	Installed/Tested/Deployed
American Samoa	x	Nevada	x
Arizona	Awarded Contract(s)	New Hampshire	Installed/Tested/Deployed
Arkansas	Installed/Tested/Deployed	New Jersey	Released an RFP
California	Installed/Tested/Deployed	New Mexico	None
Colorado	Installed/Tested/Deployed	New York	?
Connecticut	Installed/Tested/Deployed	North Carolina	Installed/Tested/Deployed
Delaware	?	North Dakota	Awarded Contract(s)
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	Awarded Contract(s)
Georgia	None	Oklahoma	None
Guam	None	Oregon	None
Hawaii	None	Pennsylvania	Installed/Tested/Deployed
Idaho	None	Puerto Rico	None
Illinois	Awarded Contract(s)	Rhode Island	Awarded Contract(s)
Indiana	Installed/Tested/Deployed	South Carolina	Installed/Tested/Deployed
Iowa	Installed/Tested/Deployed	South Dakota	Installed/Tested/Deployed
Kansas	Installed/Tested/Deployed	Tennessee	Installed/Tested/Deployed
Kentucky	None	Texas	Awarded Contract(s)
Louisiana	None	Utah	Installed/Tested/Deployed
Maine	Installed/Tested/Deployed	Vermont	Installed/Tested/Deployed
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	None	Washington	Installed/Tested/Deployed
Minnesota	Released an RFP	West Virginia	x
Mississippi	x	Wisconsin	Awarded Contract(s)
Missouri	None	Wyoming	None

State Response Summary	Total
States	**48**
? – State responded data element as unknown	2
x – State did not submit data	6

Findings

As a state progresses toward full implementation of NG911, the procurement process may not be a sequential path. For example, there may be times when a state has to release more than one RFP for a component. Therefore, year to year comparisons may not be indicative of progress.

Released an RFP	2
Completed Procurement	0
Awarded Contract(s)	7
Installed/Tested/Deployed	22
None	17

Data

32. Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for CAD.

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	None	Montana	None
Alaska	None	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	Installed/Tested/Deployed
Arkansas	None	New Jersey	None
California	None	New Mexico	None
Colorado	None	New York	?
Connecticut	None	North Carolina	Installed/Tested/Deployed
Delaware	?	North Dakota	?
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	None
Georgia	None	Oklahoma	None
Guam	None	Oregon	None
Hawaii	None	Pennsylvania	None
Idaho	None	Puerto Rico	Awarded Contract(s)
Illinois	None	Rhode Island	Awarded Contract(s)
Indiana	None	South Carolina	None
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	Awarded Contract(s)	Tennessee	None
Kentucky	None	Texas	None
Louisiana	None	Utah	None
Maine	None	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	None	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

State Response Summary	Total
States	**47**
? – State responded data element as unknown	3
x – State did not submit data	6

Findings

As a state progresses toward full implementation of NG911, the procurement process may not be a sequential path. For example, there may be times when a state has to release more than one RFP for a component. Therefore, year to year comparisons may not be indicative of progress.

Released an RFP	0
Completed Procurement	0
Awarded Contract(s)	3
Installed/Tested/Deployed	6
None	38

Data

33. Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for CPE.

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

None	Released RFP	Completed Procurement	Awarded Contract(s)	Installed/Tested/Deployed

State	Response	State	Response
Alabama	Installed/Tested/Deployed	Montana	None
Alaska	None	Nebraska	None
American Samoa	x	Nevada	x
Arizona	Awarded Contract(s)	New Hampshire	Installed/Tested/Deployed
Arkansas	None	New Jersey	None
California	Awarded Contract(s)	New Mexico	Installed/Tested/Deployed
Colorado	None	New York	?
Connecticut	Installed/Tested/Deployed	North Carolina	Installed/Tested/Deployed
Delaware	?	North Dakota	Installed/Tested/Deployed
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	Awarded Contract(s)
Georgia	None	Oklahoma	None
Guam	None	Oregon	Installed/Tested/Deployed
Hawaii	None	Pennsylvania	None
Idaho	None	Puerto Rico	Installed/Tested/Deployed
Illinois	None	Rhode Island	Installed/Tested/Deployed
Indiana	None	South Carolina	Installed/Tested/Deployed
Iowa	Installed/Tested/Deployed	South Dakota	Installed/Tested/Deployed
Kansas	Installed/Tested/Deployed	Tennessee	Installed/Tested/Deployed
Kentucky	None	Texas	None
Louisiana	None	Utah	Installed/Tested/Deployed
Maine	Installed/Tested/Deployed	Vermont	Installed/Tested/Deployed
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	None	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

State Response Summary	Total
States	**48**
? – State responded data element as unknown	2
x – State did not submit data	6

Findings

As a state progresses toward full implementation of NG911, the procurement process may not be a sequential path. For example, there may be times when a state has to release more than one RFP for a component. Therefore, year to year comparisons may not be indicative of progress.

Released an RFP	0
Completed Procurement	0
Awarded Contract(s)	3
Installed/Tested/Deployed	20
None	25

Data

34. Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for Recording.

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

None	Released RFP	Completed Procurement	Awarded Contract(s)	Installed/Tested/Deployed

State	Response	State	Response
Alabama	Installed/Tested/Deployed	Montana	None
Alaska	None	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	Installed/Tested/Deployed
Arkansas	None	New Jersey	None
California	Awarded Contract(s)	New Mexico	Installed/Tested/Deployed
Colorado	None	New York	Unknown
Connecticut	None	North Carolina	Installed/Tested/Deployed
Delaware	?	North Dakota	Installed/Tested/Deployed
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	None
Georgia	None	Oklahoma	None
Guam	Installed/Tested/Deployed	Oregon	None
Hawaii	None	Pennsylvania	None
Idaho	None	Puerto Rico	Installed/Tested/Deployed
Illinois	None	Rhode Island	Installed/Tested/Deployed
Indiana	None	South Carolina	None
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	None	Tennessee	None
Kentucky	None	Texas	None
Louisiana	None	Utah	None
Maine	None	Vermont	Installed/Tested/Deployed
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	None	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

State Response Summary	Total
States	**48**
? – State responded data element as unknown	2
x – State did not submit data	6

Findings

As a state progresses toward full implementation of NG911, the procurement process may not be a sequential path. For example, there may be times when a state has to release more than one RFP for a component. Therefore, year to year comparisons may not be indicative of progress.

Released an RFP	0
Completed Procurement	0
Awarded Contract(s)	1
Installed/Tested/Deployed	13
None	34

Data

35. Enter the number of regional or local 911 authorities within your state that have released an RFP for any NG911 component (listed in questions 30-34) for their area, this year or at any point in the past.

Identifies the number of regional or local 911 authorities within your state who have released a Request for Proposal (RFP) for NG911 components for their area, regardless of the date the RFP was released. If a sub-state 911 authority has released at least one RFP **for only one component of** NG911 at any point in the past, include them in your total.

State	Response	State	Response
Alabama	0	Montana	?
Alaska	4	Nebraska	?
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	0
Arkansas	?	New Jersey	0
California	0	New Mexico	?
Colorado	?	New York	?
Connecticut	0	North Carolina	0
Delaware	?	North Dakota	0
District of Columbia	0	Northern Mariana Islands	x
Florida	21	Ohio	13
Georgia	?	Oklahoma	1
Guam	1	Oregon	0
Hawaii	0	Pennsylvania	0
Idaho	14	Puerto Rico	0
Illinois	118	Rhode Island	?
Indiana	?	South Carolina	12
Iowa	?	South Dakota	0
Kansas	1	Tennessee	?
Kentucky	114	Texas	17
Louisiana	5	Utah	1
Maine	0	Vermont	0
Maryland	2	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	14
Michigan	33	Washington	40
Minnesota	?	West Virginia	x
Mississippi	x	Wisconsin	1
Missouri	?	Wyoming	26

State Response Summary	Total
States	**36**
? – State responded data element as unknown	**14**
x – State did not submit data	**6**

Findings

Several states with a method of procurement in place have encouraged PSAPs and local jurisdictions to utilize the contract to procure systems and services. Many procurements have occurred that generate the functional NG911 networks and services.

Data

36. Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for Database (GIS Services).

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	None	Montana	?
Alaska	Installed/Tested/Deployed	Nebraska	None
American Samoa	x	Nevada	x
Arizona	Installed/Tested/Deployed	New Hampshire	None
Arkansas	?	New Jersey	None
California	None	New Mexico	?
Colorado	None	New York	?
Connecticut	None	North Carolina	None
Delaware	?	North Dakota	None
District of Columbia	None	Northern Mariana Islands	x
Florida	Installed/Tested/Deployed	Ohio	?
Georgia	?	Oklahoma	Installed/Tested/Deployed
Guam	Awarded Contract(s)	Oregon	None
Hawaii	None	Pennsylvania	None
Idaho	Awarded Contract(s)	Puerto Rico	?
Illinois	Installed/Tested/Deployed	Rhode Island	?
Indiana	?	South Carolina	Installed/Tested/Deployed
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	Installed/Tested/Deployed	Tennessee	Installed/Tested/Deployed
Kentucky	Awarded Contract(s)	Texas	Installed/Tested/Deployed
Louisiana	Installed/Tested/Deployed	Utah	None
Maine	None	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	None	Washington	None
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	Completed Procurement	Wyoming	None

State Response Summary	Total
States	**39**
? – State responded data element as unknown	11
x – State did not submit data	6

Findings

GIS systems remain a component of the local authorities. Several states have distributed funds to support the additional effort to assess, develop and manage the NG911 data model modifications to GIS data.

Released an RFP	0
Completed Procurement	1
Awarded Contract(s)	3
Installed/Tested/Deployed	14
None	21

Data

37. Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for NG Core Services.

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	None	Montana	?
Alaska	Installed/Tested/Deployed	Nebraska	None
American Samoa	x	Nevada	x
Arizona	Awarded Contract(s)	New Hampshire	None
Arkansas	?	New Jersey	None
California	None	New Mexico	None
Colorado	None	New York	?
Connecticut	None	North Carolina	None
Delaware	?	North Dakota	None
District of Columbia	None	Northern Mariana Islands	x
Florida	Installed/Tested/Deployed	Ohio	?
Georgia	?	Oklahoma	Released an RFP
Guam	Awarded Contract(s)	Oregon	None
Hawaii	None	Pennsylvania	None
Idaho	None	Puerto Rico	?
Illinois	Installed/Tested/Deployed	Rhode Island	?
Indiana	?	South Carolina	Installed/Tested/Deployed
Iowa	None	South Dakota	None
Kansas	Awarded Contract(s)	Tennessee	Installed/Tested/Deployed
Kentucky	None	Texas	Installed/Tested/Deployed
Louisiana	Awarded Contract(s)	Utah	None
Maine	None	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	None	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	Installed/Tested/Deployed
Missouri	Completed Procurement	Wyoming	None

State Response Summary	Total
States	**41**
? – State responded data element as unknown	**9**
x – State did not submit data	**6**

Findings

Many NG911 implementations have been undertaken at the state level. At the sub-state level there are some efforts that have been undertaken but these are typically large metropolitan areas or COGs where a strong operational structure is present.

Released an RFP	1
Completed Procurement	1
Awarded Contract(s)	4
Installed/Tested/Deployed	9
None	26

Data

38. Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for CAD.

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

None	Released RFP	Completed Procurement	Awarded Contract(s)	Installed/Tested/Deployed

State	Response	State	Response
Alabama	None	Montana	?
Alaska	Installed/Tested/Deployed	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	None
Arkansas	Installed/Tested/Deployed	New Jersey	None
California	None	New Mexico	Installed/Tested/Deployed
Colorado	None	New York	?
Connecticut	None	North Carolina	None
Delaware	?	North Dakota	None
District of Columbia	None	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	?	Oklahoma	None
Guam	Awarded Contract(s)	Oregon	None
Hawaii	None	Pennsylvania	Installed/Tested/Deployed
Idaho	Released an RFP	Puerto Rico	?
Illinois	Installed/Tested/Deployed	Rhode Island	?
Indiana	?	South Carolina	None
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	None	Tennessee	Installed/Tested/Deployed
Kentucky	None	Texas	Installed/Tested/Deployed
Louisiana	Installed/Tested/Deployed	Utah	?
Maine	?	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	None	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	Installed/Tested/Deployed

State Response Summary	Total
States	**37**
? – State responded data element as unknown	13
x – State did not submit data	6

Findings

One of the impacts of NG911 is the ability to have access to more real-time information. CAD upgrades to consume the information are well underway.

Released an RFP	1
Completed Procurement	0
Awarded Contract(s)	1
Installed/Tested/Deployed	14
None	21

Data

39. Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for CPE.

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	None	Montana	?
Alaska	Installed/Tested/Deployed	Nebraska	Awarded Contract(s)
American Samoa	x	Nevada	x
Arizona	Awarded Contract(s)	New Hampshire	None
Arkansas	Installed/Tested/Deployed	New Jersey	Completed Procurement
California	None	New Mexico	Installed/Tested/Deployed
Colorado	None	New York	?
Connecticut	None	North Carolina	None
Delaware	?	North Dakota	None
District of Columbia	None	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	?	Oklahoma	Released an RFP
Guam	Awarded Contract(s)	Oregon	Installed/Tested/Deployed
Hawaii	None	Pennsylvania	Installed/Tested/Deployed
Idaho	Installed/Tested/Deployed	Puerto Rico	?
Illinois	Installed/Tested/Deployed	Rhode Island	?
Indiana	?	South Carolina	None
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	Installed/Tested/Deployed	Tennessee	Installed/Tested/Deployed
Kentucky	None	Texas	Installed/Tested/Deployed
Louisiana	Installed/Tested/Deployed	Utah	None
Maine	None	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	None	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	Installed/Tested/Deployed
Missouri	Completed Procurement	Wyoming	Installed/Tested/Deployed

State Response Summary	Total
States	**41**
? – State responded data element as unknown	9
x – State did not submit data	6

Findings

Call-handling systems that deliver calls to the PSAP via NG911 are typically tied to the local jurisdiction. In many states procurement has included hosted CPE with the NG911 system to alleviate the disparate local installed CPE.

Released an RFP	1
Completed Procurement	2
Awarded Contract(s)	3
Installed/Tested/Deployed	18
None	17

Data

40. Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for Recording.

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	None	Montana	?
Alaska	?	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	None
Arkansas	Installed/Tested/Deployed	New Jersey	Completed Procurement
California	None	New Mexico	Installed/Tested/Deployed
Colorado	None	New York	?
Connecticut	None	North Carolina	None
Delaware	?	North Dakota	None
District of Columbia	None	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	?	Oklahoma	None
Guam	Awarded Contract(s)	Oregon	None
Hawaii	None	Pennsylvania	Installed/Tested/Deployed
Idaho	Released an RFP	Puerto Rico	?
Illinois	Installed/Tested/Deployed	Rhode Island	?
Indiana	?	South Carolina	None
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	None	Tennessee	Installed/Tested/Deployed
Kentucky	None	Texas	Installed/Tested/Deployed
Louisiana	Installed/Tested/Deployed	Utah	?
Maine	?	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	None	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	Installed/Tested/Deployed
Missouri	Completed Procurement	Wyoming	Installed/Tested/Deployed

State Response Summary	Total
States	**38**
? – State responded data element as unknown	12
x – State did not submit data	6

Findings

As a state progresses toward full implementation of NG911, the procurement process may not be a sequential path. For example, there may be times when a state has to release more than one RFP for a component. Therefore, year to year comparisons may not be indicative of progress.

Released an RFP	1
Completed Procurement	2
Awarded Contract(s)	1
Installed/Tested/Deployed	14
None	20

Data

41. Enter the number of primary PSAPs in your state that are currently connected to an ESInet and are using the ESInet to perform location-based routing and call processing.

Identifies the number of primary PSAPs in your state that process NG911 emergency calls for all service types (wireline, wireless, VoIP) using NG911 infrastructure that conforms to nationally accepted standards. Specifically, this is the number of primary PSAPs in your state that have implemented NG911 systems for all service types.

State	Response	State	Response
Alabama	0	Montana	0
Alaska	0	Nebraska	21
American Samoa	x	Nevada	x
Arizona	24	New Hampshire	2
Arkansas	6	New Jersey	0
California	4	New Mexico	0
Colorado	0	New York	?
Connecticut	66	North Carolina	108
Delaware	?	North Dakota	21
District of Columbia	1	Northern Mariana Islands	x
Florida	32	Ohio	11
Georgia	1	Oklahoma	0
Guam	?	Oregon	0
Hawaii	5	Pennsylvania	0
Idaho	0	Puerto Rico	0
Illinois	28	Rhode Island	0
Indiana	91	South Carolina	9
Iowa	112	South Dakota	1
Kansas	100	Tennessee	?
Kentucky	114	Texas	159
Louisiana	0	Utah	30
Maine	24	Vermont	6
Maryland	7	Virgin Islands (U.S.)	x
Massachusetts	215	Virginia	43
Michigan	134	Washington	38
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	3
Missouri	0	Wyoming	0

State Response Summary	Total
States	**46**
? – State responded data element as unknown	4
x – State did not submit data	6

Data

41. Enter the number of primary PSAPs in your state that are currently connected to an ESInet and are using the ESInet to perform location-based routing and call processing.

Findings

The number of PSAPs connected to an ESInet and using an ESInet to perform location-based call routing and call processing has increased from previous years.

• 2021: Of the 46 states/territories that reported, 16 had no PSAPs connected to an ESInet to perform location-based call routing and call processing. 21 reported 1-50, 3 reported 51-100, 5 reported 101-200, and 1 reported over 200 PSAPs connected to an ESInet to perform location-based call routing and call processing.

• 2020: Of the 48 states/territories that reported, 23 had no PSAPs connected to an ESInet to perform location-based call routing and call processing. 10 reported 1-25, 5 reported

26-50, 1 reported 51-99, and 5 reported over 100 PSAPs connected to an ESInet to perform location-based call routing and call processing.

• 2019: 11 states reported that 100% of their NG911 systems are processing and interpreting location and caller information. This decrease may be attributed to different interpretations of the question or different reporting states each year.

• 2018: 14 states reported that 100% of their NG911 systems are processing and interpreting location and caller information. This decrease may be attributed to different interpretations of the question or different reporting states each year.
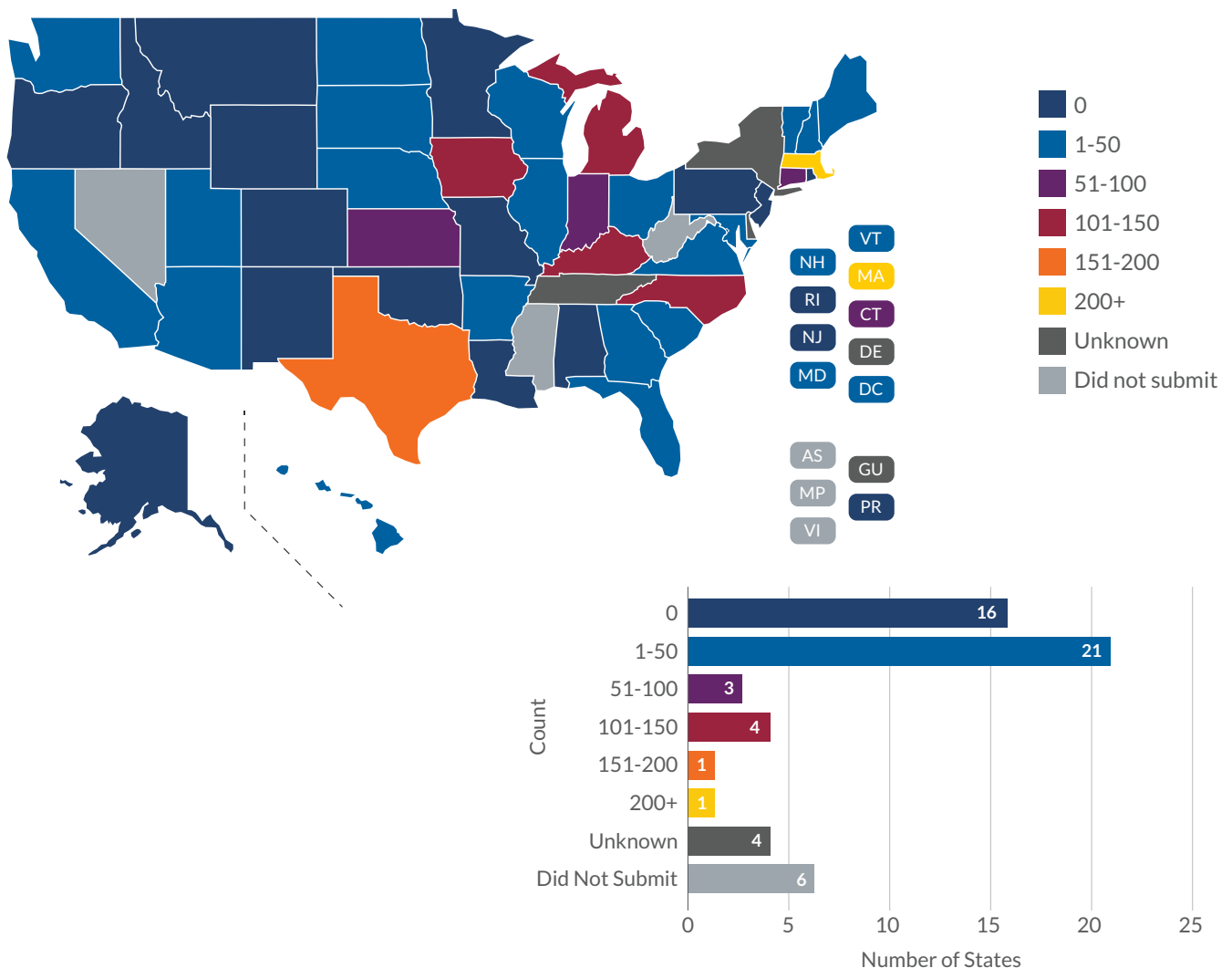
42. Enter the percentage of population served by NG911 capable PSAPs within your state.

Identifies the percentage of the population for a reporting state served by NG911-capable 911 services meeting industry-accepted definitions for NG911. Note, using NENA's i3 standard alone is not the same as an NG911 system. The i3 standard only describes the network, components, and interfaces required to establish NG911 service. To deploy a "full function" NG911 system, states will need equipment and software vendors, access network providers, and originating service providers, all elements not included in the i3 standard. Enter whole numbers, eg. 25% instead of 0.25.

State	Response	State	Response
Alabama	100	Montana	0
Alaska	80	Nebraska	7
American Samoa	x	Nevada	x
Arizona	61.5	New Hampshire	100
Arkansas	10	New Jersey	0
California	1	New Mexico	0
Colorado	0	New York	?
Connecticut	100	North Carolina	88
Delaware	?	North Dakota	100
District of Columbia	100	Northern Mariana Islands	x
Florida	1	Ohio	20
Georgia	2.51	Oklahoma	0
Guam	?	Oregon	0
Hawaii	0	Pennsylvania	0
Idaho	40	Puerto Rico	100
Illinois	4.5	Rhode Island	0
Indiana	100	South Carolina	15
Iowa	95	South Dakota	96
Kansas	67	Tennessee	95
Kentucky	100	Texas	74.5
Louisiana	0	Utah	100
Maine	100	Vermont	100
Maryland	45.37	Virgin Islands (U.S.)	x
Massachusetts	100	Virginia	49
Michigan	91.79	Washington	70.47
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	1.31
Missouri	?	Wyoming	?

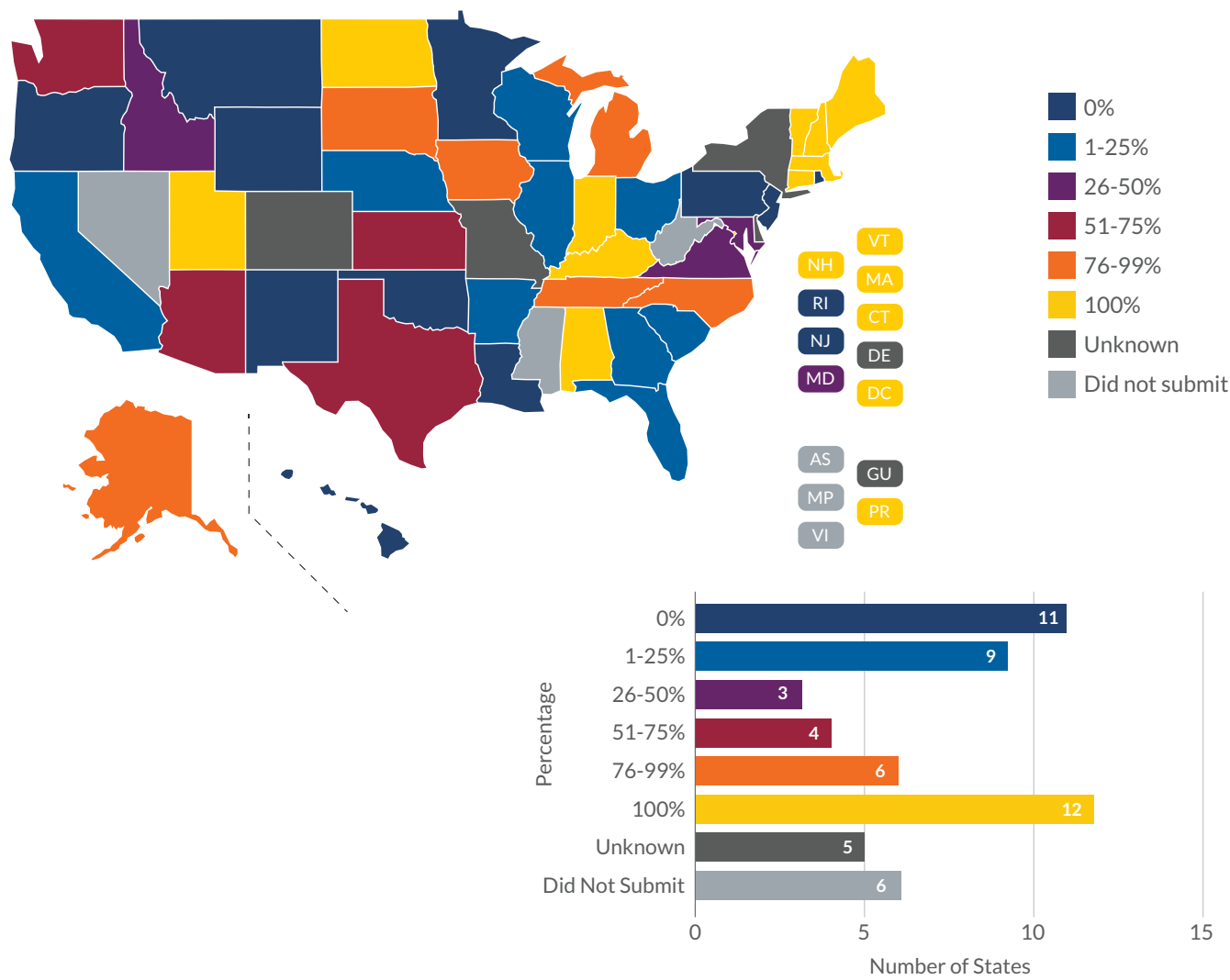| State Response Summary	Total
States	**45**
? – State responded data element as unknown	5
x – State did not submit data	6

Data

42. Enter the percentage of population served by NG911 capable PSAPs within your state.

Findings

States that reported that 100% of their population is served by NG911 capable PSAPs has decreased. This decrease may be attributed to different interpretations of the question or different reporting states each year. 15 states reported that more than 0% but less than 100% of their population is served by this capability.

- 2021: 12 states reported 100% of their population is served by this capability

- 2020: 9 states reported 100% of their population is served by this capability

- 2019: 11 states reported 100% of their population is served by this capability

- 2018: 11 states reported 100% of their population is served by this capability

Legend:
- 0%
- 1-25%
- 26-50%
- 51-75%
- 76-99%
- 100%
- Unknown
- Did not submit

Percentage	Number of States
0%	11
1-25%	9
26-50%	3
51-75%	4
76-99%	6
100%	12
Unknown	5
Did Not Submit	6

Data

43. Enter the percentage of geographical area where PSAPs are served by NG911 capable services within your state.

Identifies the percentage of geographic area served (as opposed to population) by NG911 services. NG911 capable services indicates that the infrastructure is in place to potentially allow a full range of NG911 services. Data from this will help differentiate progress for those jurisdictions that have dense urban populations and reflect IP-capable 911 services meeting industry-accepted definitions for NG911. They may be serving a large percentage of the population but may be serving a very small geographic portion of the state. This metric could indirectly help gauge progress for rural areas. Enter whole numbers, eg. 25% instead of 0.25.

State	Response	State	Response
Alabama	100	Montana	0
Alaska	?	Nebraska	30
American Samoa	x	Nevada	x
Arizona	3.12	New Hampshire	100
Arkansas	4	New Jersey	0
California	96	New Mexico	0
Colorado	0	New York	?
Connecticut	100	North Carolina	94
Delaware	?	North Dakota	100
District of Columbia	100	Northern Mariana Islands	x
Florida	11	Ohio	10
Georgia	0.05	Oklahoma	0
Guam	?	Oregon	0
Hawaii	0	Pennsylvania	0
Idaho	50	Puerto Rico	100
Illinois	21	Rhode Island	?
Indiana	100	South Carolina	20
Iowa	95	South Dakota	90
Kansas	94	Tennessee	95
Kentucky	100	Texas	82.2
Louisiana	0	Utah	100
Maine	100	Vermont	100
Maryland	?	Virgin Islands (U.S.)	x
Massachusetts	100	Virginia	29.4
Michigan	99.45	Washington	96.81
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	4
Missouri	?	Wyoming	?

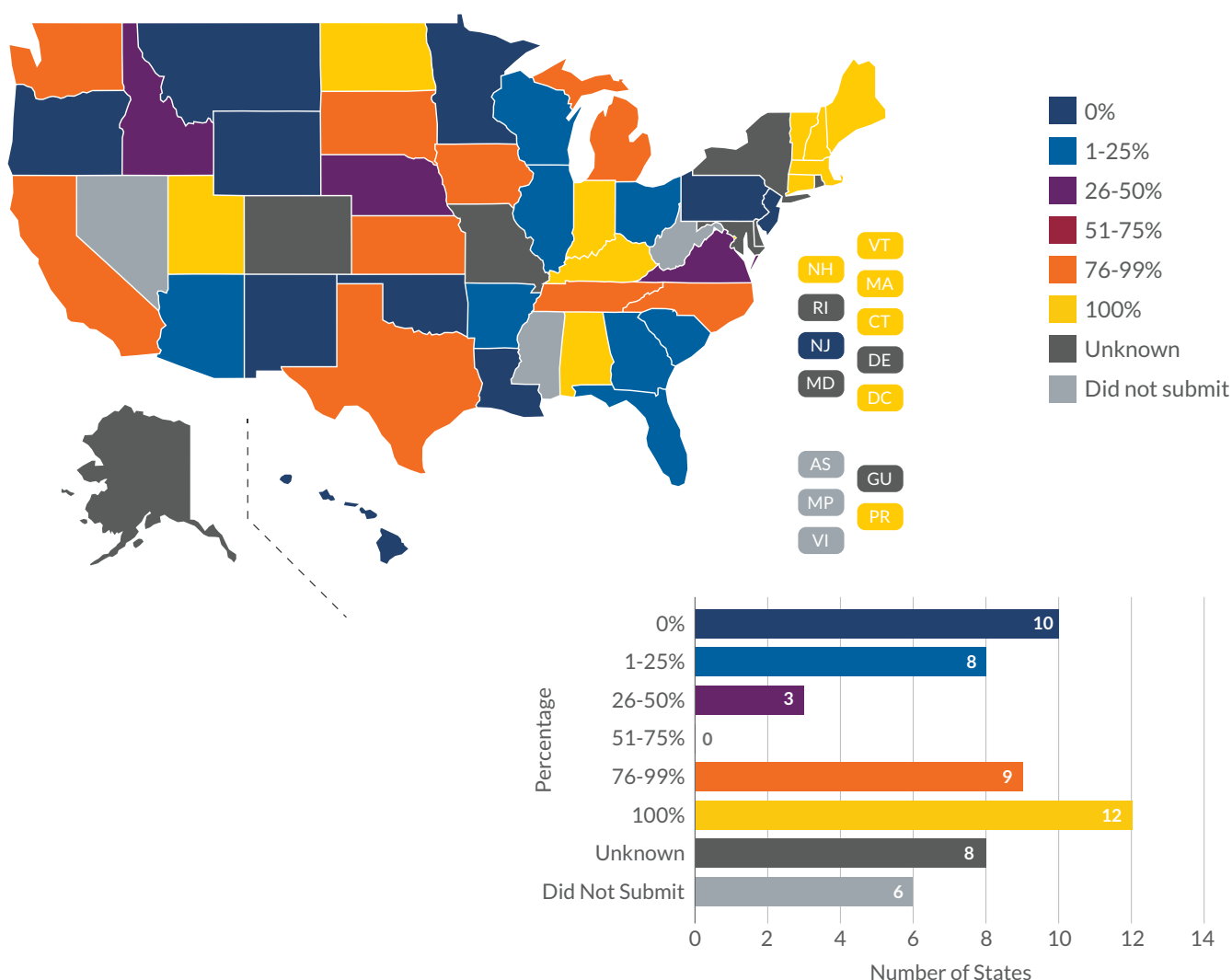| State Response Summary	Total
States	**42**
? – State responded data element as unknown	8
x – State did not submit data	6

43. Enter the percentage of geographical area where PSAPs are served by NG911 capable services within your state.

Findings

States that reported that 100% of their geographic area is served by NG911 capable services has decreased. This decrease may be attributed to different interpretations of the question or different reporting states each year. 14 states reported that more than 0% but less than 100% of their geographic area is served by NG911 capable services.

• 2021: 12 states reported that 100% of their geographic area is served by NG911 capable services

• 2020: 8 states reported that 100% of their geographic area is served by NG911 capable services

• 2019: 11 states reported that 100% of their geographic area is served by NG911 capable services

• 2018: 12 states reported that 100% of their geographic area is served by NG911 capable services

Legend:
- 0%
- 1-25%
- 26-50%
- 51-75%
- 76-99%
- 100%
- Unknown
- Did not submit

Percentage	Number of States
0%	10
1-25%	8
26-50%	3
51-75%	0
76-99%	9
100%	12
Unknown	8
Did Not Submit	6

Data

44. Enter the total number of operational ESInets deployed within your state.

The number of ESInets deployed and operational within the state that are supporting emergency communications. NENA defines an ESInet as a managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core functional processes can be deployed, including, but not restricted to, those necessary for providing NG911 services. ESInets may be constructed from a mix of dedicated and shared facilities. ESInets may be interconnected at local, regional, state, federal, national, and international levels to form an IP-based internetwork (network of networks).

State	Response	State	Response
Alabama	1	Montana	1
Alaska	3	Nebraska	8
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	2
Arkansas	1	New Jersey	0
California	2	New Mexico	0
Colorado	1	New York	?
Connecticut	1	North Carolina	1
Delaware	?	North Dakota	1
District of Columbia	1	Northern Mariana Islands	x
Florida	29	Ohio	1
Georgia	1	Oklahoma	1
Guam	?	Oregon	0
Hawaii	4	Pennsylvania	5
Idaho	2	Puerto Rico	0
Illinois	3	Rhode Island	0
Indiana	2	South Carolina	13
Iowa	2	South Dakota	1
Kansas	2	Tennessee	1
Kentucky	0	Texas	38
Louisiana	0	Utah	2
Maine	1	Vermont	1
Maryland	7	Virgin Islands (U.S.)	x
Massachusetts	1	Virginia	12
Michigan	1	Washington	2
Minnesota	1	West Virginia	x
Mississippi	x	Wisconsin	2
Missouri	5	Wyoming	0

State Response Summary	Total
States	**47**
? – State responded data element as unknown	3
x – State did not submit data	6

Data

44. Enter the total number of operational ESInets deployed within your state.

Findings

- 2021: A total of 164 operational ESInets were reported to be deployed across 47 states. Inconsistencies in reported state data in recent years has contributed to fluctuations in this total count.

- 2020: A total of 146 operational ESInets were reported to be deployed across 46 states. Inconsistencies in reported state data in recent years has contributed to fluctuations in this total count.

- 2019: A total of 141 operational ESInets were reported to be deployed across 34 states. Inconsistencies in reported state data in recent years has contributed to fluctuations in this total count.

- 2018: A total of 162 operational ESInets were reported to be deployed across 27 states. Inconsistencies in reported state data in recent years has contributed to fluctuations in this total count.

Legend:
- 0
- 1-25
- 26-50
- 51-75
- 76-99
- 100+
- Unknown
- Did not submit

Bar chart — Count vs Number of States:
- 0: 8
- 1-25: 37
- 26-50: 2
- 51-75: 0
- 76-99: 0
- 100+: 0
- Unknown: 3
- Did Not Submit: 6

Data
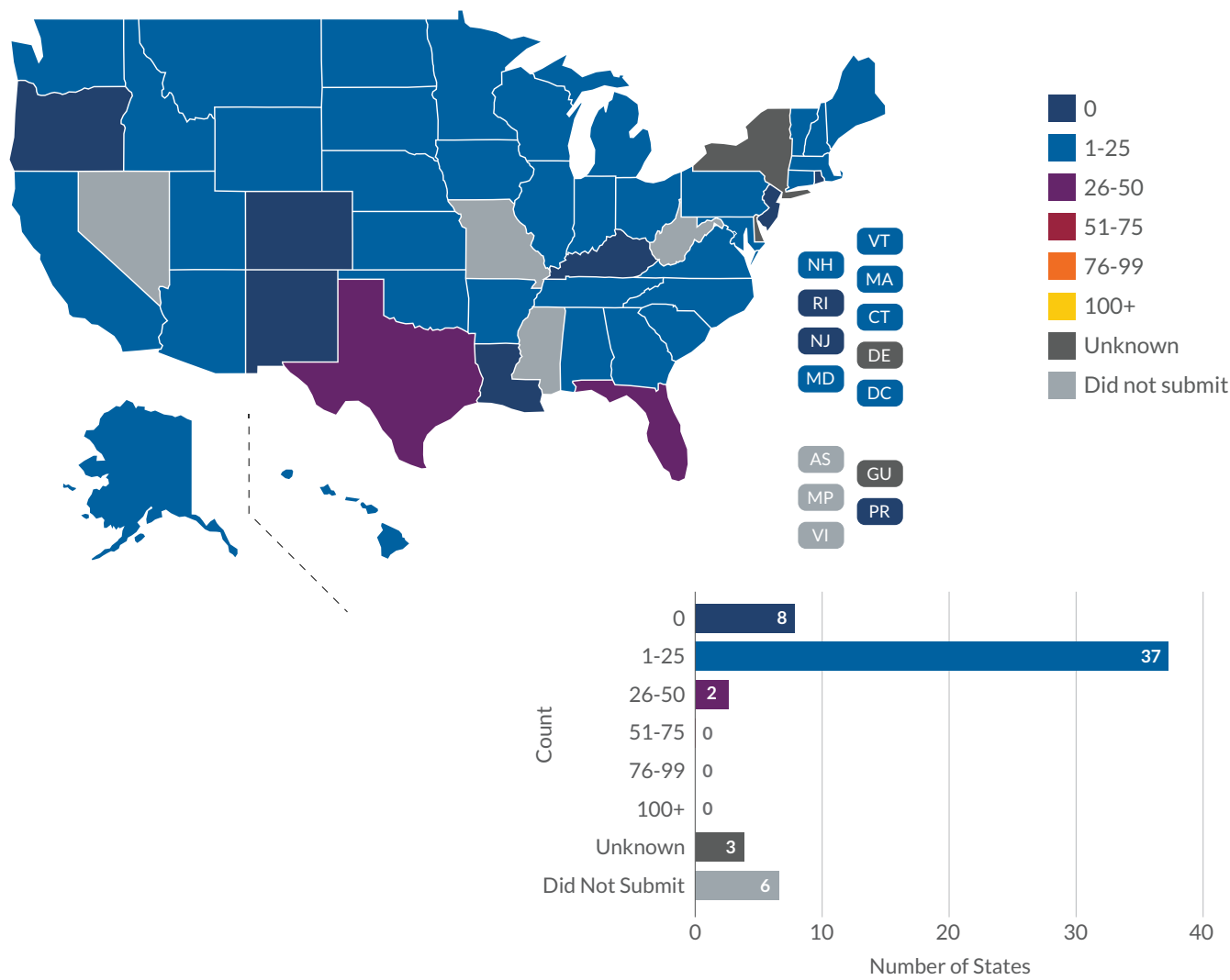
45. Enter the number of primary PSAPs that have CPE processing IP calls from an ESInet in your state.

This element tracks how many primary PSAPs are processing IP emergency requests (calls) into their CPE directly (without conversion back to analog) from an ESInet.

State	Response	State	Response
Alabama	97	Montana	?
Alaska	3	Nebraska	21
American Samoa	x	Nevada	x
Arizona	24	New Hampshire	2
Arkansas	7	New Jersey	0
California	3	New Mexico	0
Colorado	59	New York	?
Connecticut	66	North Carolina	108
Delaware	?	North Dakota	21
District of Columbia	1	Northern Mariana Islands	x
Florida	29	Ohio	11
Georgia	1	Oklahoma	18
Guam	?	Oregon	0
Hawaii	5	Pennsylvania	0
Idaho	14	Puerto Rico	0
Illinois	28	Rhode Island	0
Indiana	91	South Carolina	8
Iowa	110	South Dakota	28
Kansas	112	Tennessee	114
Kentucky	0	Texas	185
Louisiana	0	Utah	30
Maine	24	Vermont	6
Maryland	7	Virgin Islands (U.S.)	x
Massachusetts	215	Virginia	43
Michigan	132	Washington	38
Minnesota	71	West Virginia	x
Mississippi	x	Wisconsin	3
Missouri	?	Wyoming	0

State Response Summary	Total
States	**45**
? – State responded data element as unknown	5
x – State did not submit data	6

Data

45. Enter the number of primary PSAPs that have CPE processing IP calls from an ESInet in your state.
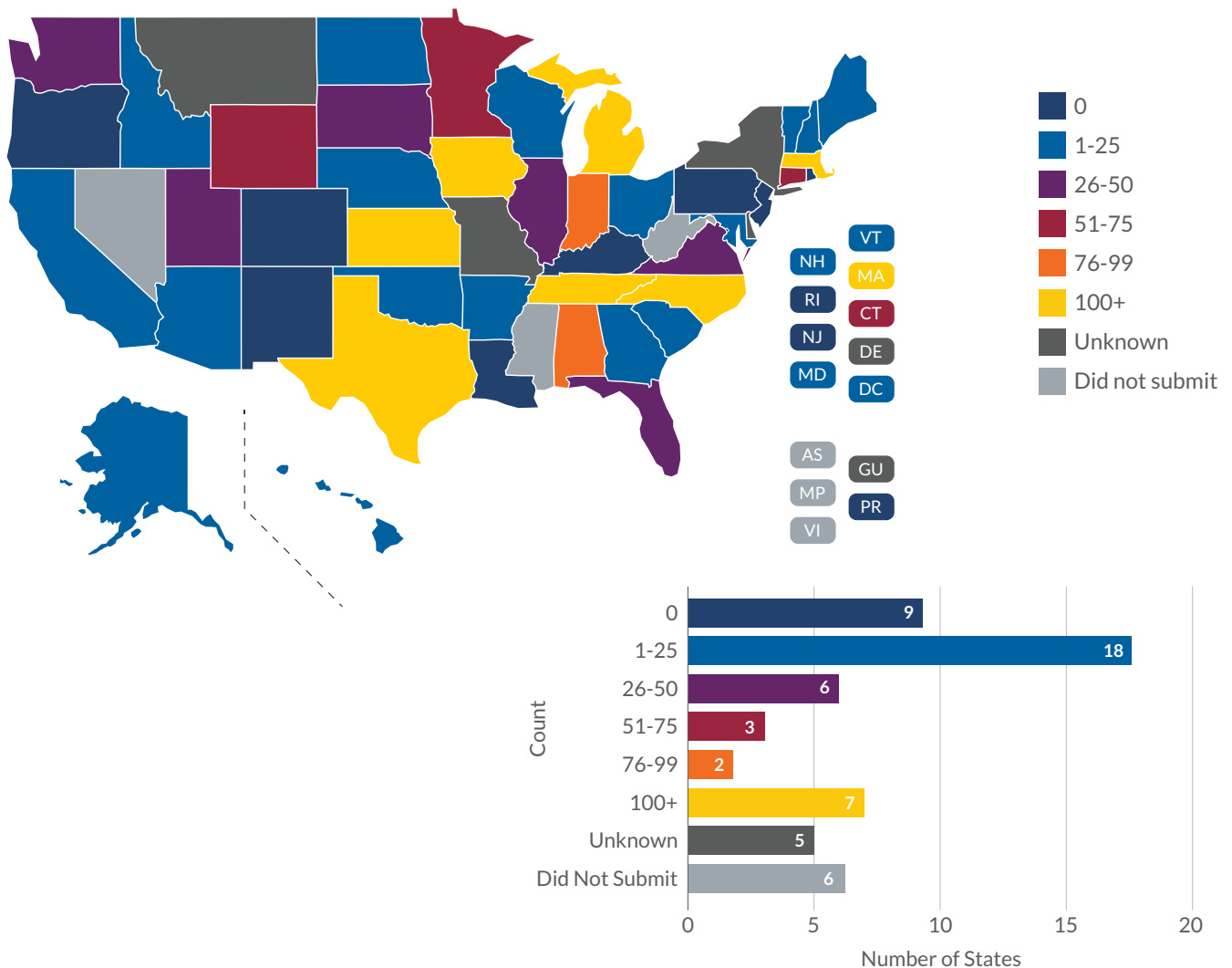
Findings

In 2019 this question asked for a percentage of PSAPs having CPE processing IP calls from an ESInet in your state. In 2020 the question changed to the number of primary PSAPs that have CPE processing IP calls from an ESInet in your state. Therefore, the following data will be inconsistent between 2018 and 2019 to 2020.

- 2021: Of the 45 states that reported, 7 have ≥ 100, 29 have < 100, and 15 have 0 primary PSAPs that have CPE processing IP calls from an ESInet

- 2020: Of the 46 states that reported, 5 have ≥ 100, 26 have < 100, and 15 have 0 primary PSAPs that have CPE processing IP calls from an ESInet

- 2019: 10 states reported that 100% of their PSAPs can utilize IP for traffic delivery

- 2018: 8 states reported that 100% of their PSAPs can utilize IP for traffic delivery

Legend:
- 0
- 1-25
- 26-50
- 51-75
- 76-99
- 100+
- Unknown
- Did not submit

Bar chart — Number of States by Count:
- 0: 9
- 1-25: 18
- 26-50: 6
- 51-75: 3
- 76-99: 2
- 100+: 7
- Unknown: 5
- Did Not Submit: 6

Data

46. Enter the number of ESInet connected PSAPs in your state.

This element tracks the progress of ESInet deployments and PSAP connectivity to ESInets for call delivery. This includes PSAPs that are receiving IP calls from an ESInet but have a Legacy PSAP Gateway (LPG) converting the calls back into analog to be processed by the CPE.

State	Response	State	Response
Alabama	106	Montana	38
Alaska	3	Nebraska	21
American Samoa	x	Nevada	x
Arizona	24	New Hampshire	2
Arkansas	7	New Jersey	0
California	4	New Mexico	0
Colorado	83	New York	?
Connecticut	66	North Carolina	118
Delaware	?	North Dakota	21
District of Columbia	1	Northern Mariana Islands	x
Florida	32	Ohio	11
Georgia	1	Oklahoma	18
Guam	?	Oregon	0
Hawaii	4	Pennsylvania	49
Idaho	15	Puerto Rico	0
Illinois	28	Rhode Island	0
Indiana	119	South Carolina	31
Iowa	112	South Dakota	28
Kansas	112	Tennessee	114
Kentucky	0	Texas	486
Louisiana	0	Utah	30
Maine	1	Vermont	6
Maryland	7	Virgin Islands (U.S.)	x
Massachusetts	215	Virginia	43
Michigan	134	Washington	64
Minnesota	103	West Virginia	x
Mississippi	x	Wisconsin	3
Missouri	27	Wyoming	0

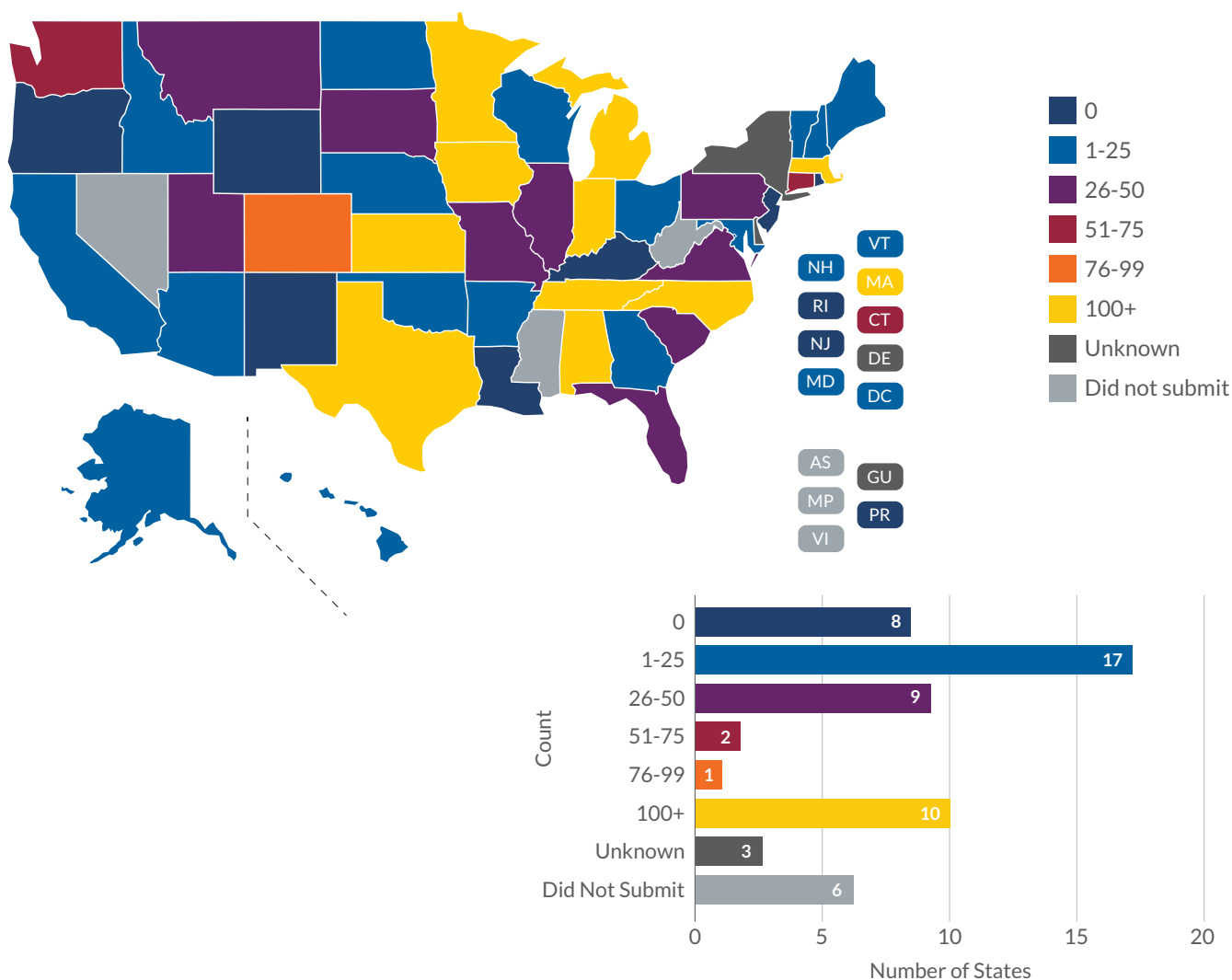| State Response Summary	Total
States	**47**
? – State responded data element as unknown	3
x – State did not submit data	6

46. Enter the number of ESInet connected PSAPs in your state.

Findings

In recent years, there has been a gradual increase in the reported number of PSAPs connected to an ESInet.

• 2021: 2,287 PSAPs reported using an ESInet

• 2020: 2,177 PSAPs reported using an ESInet

• 2019: 2,152 PSAPs reported using an ESInet

• 2018: 1,813 PSAPs reported using an ESInet

Legend:
- 0
- 1-25
- 26-50
- 51-75
- 76-99
- 100+
- Unknown
- Did not submit

Count	Number of States
0	8
1-25	17
26-50	9
51-75	2
76-99	1
100+	10
Unknown	3
Did Not Submit	6

Data

47. What percentage of your GIS data has been converted from the legacy data model to the NG911 data model?

The percentage of all the civic addresses in the state that have been geocoded into geospatial points. This occurs by synchronizing the Master Street Address Guide (MSAG) civic addresses to a Geographic Information System (GIS) geospatial database of road centerlines, site / structure locations, and related spatial databases. Converting civic addresses into GIS information enables NG911 systems to geospatially route calls and is necessary for other NG911 services. While ALI database normalization is a part of the GIS process, this question only pertains to the MSAG synchronization and not ALI. Enter whole numbers, ex. 25% instead of 0.25.

State	Response	State	Response
Alabama	25	Montana	?
Alaska	?	Nebraska	98
American Samoa	x	Nevada	x
Arizona	100	New Hampshire	100
Arkansas	?	New Jersey	25
California	93	New Mexico	0
Colorado	?	New York	?
Connecticut	99.51	North Carolina	95
Delaware	?	North Dakota	90
District of Columbia	100	Northern Mariana Islands	x
Florida	?	Ohio	90
Georgia	20	Oklahoma	16
Guam	?	Oregon	0
Hawaii	0	Pennsylvania	20
Idaho	20	Puerto Rico	0
Illinois	96	Rhode Island	100
Indiana	67	South Carolina	20
Iowa	98	South Dakota	93.94
Kansas	100	Tennessee	100
Kentucky	?	Texas	77.33
Louisiana	?	Utah	100
Maine	100	Vermont	100
Maryland	98	Virgin Islands (U.S.)	x
Massachusetts	100	Virginia	100
Michigan	30	Washington	100
Minnesota	75	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

State Response Summary	Total
States	**37**
? – State responded data element as unknown	13
x – State did not submit data	6

Data

NG911: OPERATIONS

47. What percentage of your GIS data has been converted from the legacy data model to the NG911 data model?

Findings

- 2021: 12 states reported that 100% of address authorities within their state have geocoded their addresses to a GIS ready format while 21 states reported having made some progress

- 2020: 11 states reported that 100% of address authorities within their state have geocoded their addresses to a GIS ready format while 20 states reported having made some progress

- 2019: 13 states reported that 100% of address authorities within their state have geocoded their addresses to a GIS ready format while14 reported having made some progress

- 2018: 13 states reported that 100% of address authorities within their state have geocoded their addresses to a GIS ready format

Legend:
- 0%
- 1-25%
- 26-50%
- 51-75%
- 76-99%
- 100%
- Unknown
- Did not submit

Percentage	Number of States
0%	4
1-25%	7
26-50%	1
51-75%	2
76-99%	10
100%	13
Unknown	13
Did Not Submit	6

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Data
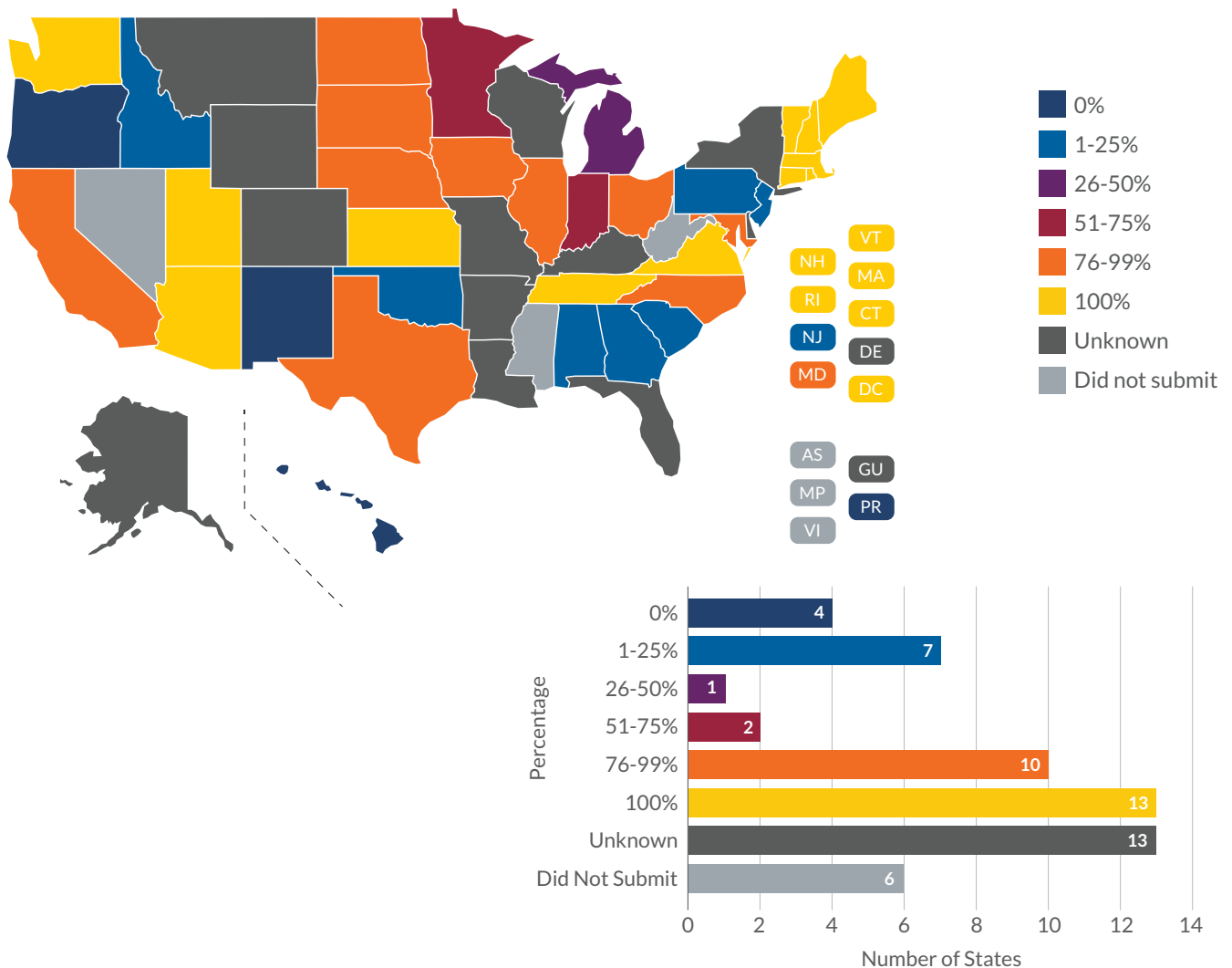
48. What level of maturity is your state in for the category of governance?

Governance addresses the structured oversight of the 911 authorities and identifies whether there is a governing body with documented and tracked planning and implementation efforts.

- **Legacy** – No governance structure is in place to support NG911.
- **Foundational** – Governance support only exists for the initial stages of NG911 coordination. Limited state governance with many regional or local arrangements may exist with limited coordination and strategy to connect the individual PSAPs via an NG911 network. Many PSAPs operate under their own authority.
- **Transitional** – Governance and coordination exist for state and regional or local PSAP authorities to mandate or organize NG911 within a strategic plan. Many PSAPs are working within the governance structure to ensure long-term success.
- **Intermediate** – NG911 governance is coordinated from a single entity responsible for administering and governing the NG911 strategy for the entire state. Most of the PSAPs follow the NG911 governance introduced by that single entity.
- **Jurisdictional End State** – NG911 governance flows from the designated entity for all NG911 activities for the state. All PSAPs operate under that single entity for governance.

State	Response	State	Response
Alabama	Jurisdictional End	Montana	?
Alaska	Foundational	Nebraska	Intermediate
American Samoa	x	Nevada	x
Arizona	Transitional	New Hampshire	Jurisdictional End
Arkansas	Transitional	New Jersey	Foundational
California	Jurisdictional End	New Mexico	Foundational
Colorado	Transitional	New York	?
Connecticut	Jurisdictional End	North Carolina	Jurisdictional End
Delaware	?	North Dakota	Jurisdictional End
District of Columbia	Jurisdictional End	Northern Mariana Islands	x
Florida	?	Ohio	Foundational
Georgia	Legacy	Oklahoma	Foundational
Guam	Legacy	Oregon	Transitional
Hawaii	Intermediate	Pennsylvania	Intermediate
Idaho	Foundational	Puerto Rico	Intermediate
Illinois	Intermediate	Rhode Island	Foundational
Indiana	Jurisdictional End	South Carolina	Transitional
Iowa	Intermediate	South Dakota	Jurisdictional End
Kansas	Intermediate	Tennessee	Jurisdictional End
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Legacy	Utah	Jurisdictional End
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Transitional	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Transitional	Washington	Jurisdictional End
Minnesota	Jurisdictional End	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Foundational	Wyoming	Foundational

Data

48. What level of maturity is your state in for the category of governance?

| Legacy | ···· | Foundational | ···· | Transitional | ···· | Intermediate | ···· | Jurisdictional End State |

State Response Summary

State Response Summary	Total
States	**46**
? – State responded data element as unknown	4
x – State did not submit data	6

Findings

Compared to 2018 and 2019 data, several states reported being in a more advanced NG911 maturity level for governance. This may be due to general progress toward NG911 or a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

Maturity Level	Number of States
Legacy	3
Foundational	10
Transitional	9
Intermediate	7
Jurisdictional End	17
Unknown	4
Did Not Submit	6

Data
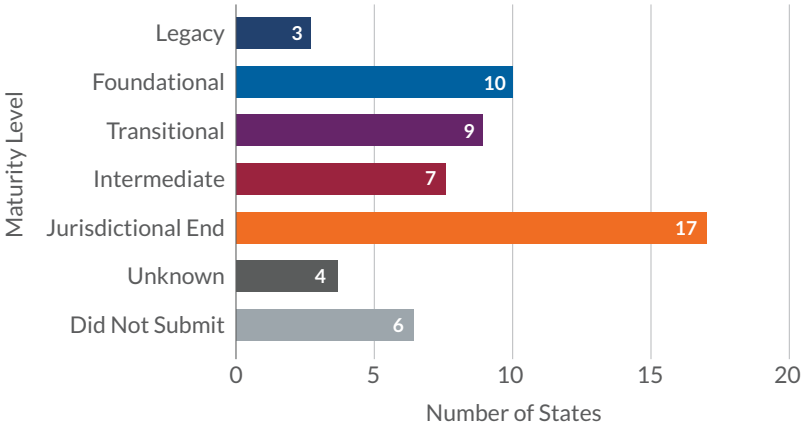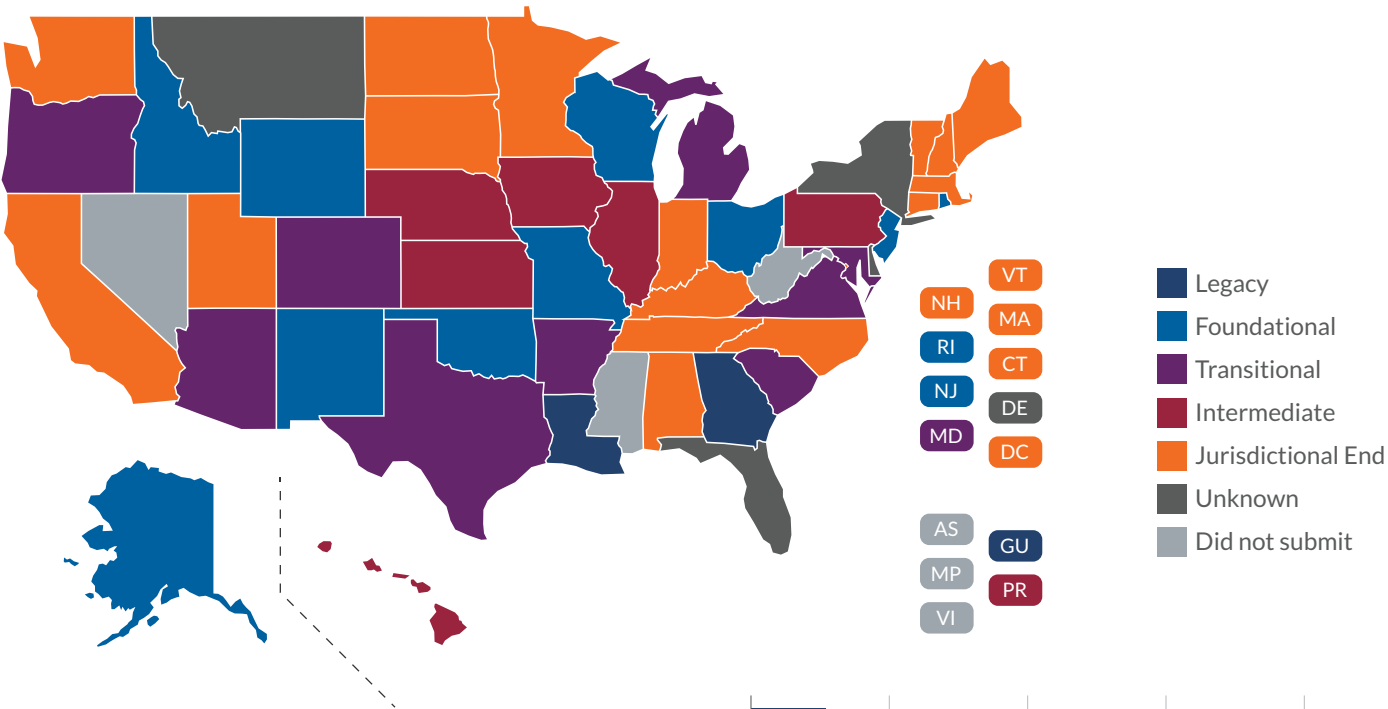
49. What level of maturity is your state in for the category of routing and location?

Routing and location define how a system interprets 911 call location information to route the call and accompanying information to a given PSAP. This speaks to the ability to use geospatial capabilities to relay a caller's location to a PSAP.

- **Legacy** – No change to the existing routing and location of 911 calls.
- **Foundational** – Some transition to NG911 call routing and location has begun, but the call routing and location information for all 911 calls within a jurisdiction has not been fully implemented. This includes the initial database and GIS work to support NG911. PSAPs are not receiving calls via IP.
- **Transitional** – Transition to NG911 call routing and location has been implemented for some PSAPs or for some specific call types. PSAPs are receiving IP from the ESInet, but the call traffic is still using legacy location and data.
- **Intermediate** – PSAPS are utilizing NG911 geospatial routing and data for all 911 calls but are still reliant upon ALI information to verify call location.
- **Jurisdictional End State** – PSAPs are using a complete i3 call routing system and have fully implemented a system to meet or exceed the NG911 standard.

State	Response	State	Response
Alabama	Transitional	Montana	?
Alaska	Foundational	Nebraska	Transitional
American Samoa	x	Nevada	x
Arizona	Intermediate	New Hampshire	Transitional
Arkansas	Transitional	New Jersey	Legacy
California	Intermediate	New Mexico	Legacy
Colorado	Legacy	New York	?
Connecticut	Transitional	North Carolina	Intermediate
Delaware	?	North Dakota	Transitional
District of Columbia	Jurisdictional End	Northern Mariana Islands	x
Florida	Transitional	Ohio	Foundational
Georgia	Legacy	Oklahoma	Legacy
Guam	Legacy	Oregon	Foundational
Hawaii	Transitional	Pennsylvania	Transitional
Idaho	Foundational	Puerto Rico	Legacy
Illinois	Transitional	Rhode Island	Foundational
Indiana	Intermediate	South Carolina	Transitional
Iowa	Intermediate	South Dakota	Transitional
Kansas	Intermediate	Tennessee	Transitional
Kentucky	Jurisdictional End	Texas	Intermediate
Louisiana	Transitional	Utah	Jurisdictional End
Maine	Transitional	Vermont	Intermediate
Maryland	Jurisdictional End	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Transitional	Washington	Intermediate
Minnesota	Foundational	West Virginia	x
Mississippi	x	Wisconsin	Transitional
Missouri	Legacy	Wyoming	Foundational

Data

49. What level of maturity is your state in for the category of routing and location?

| Legacy | ⋯⋯ | Foundational | ⋯⋯ | Transitional | ⋯⋯ | Intermediate | ⋯⋯ | Jurisdictional End State |

State Response Summary	Total
States	**47**
? – State responded data element as unknown	3
x – State did not submit data	6

Findings

There are some inconsistencies in the maturity level identified by states for routing and location compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

VT, NH, MA, RI, CT, NJ, DE, MD, DC, AS, MP, VI, GU, PR

Bar chart — Number of States by Maturity Level:
- Legacy: 8
- Foundational: 7
- Transitional: 18
- Intermediate: 9
- Jurisdictional End: 5
- Unknown: 3
- Did Not Submit: 6
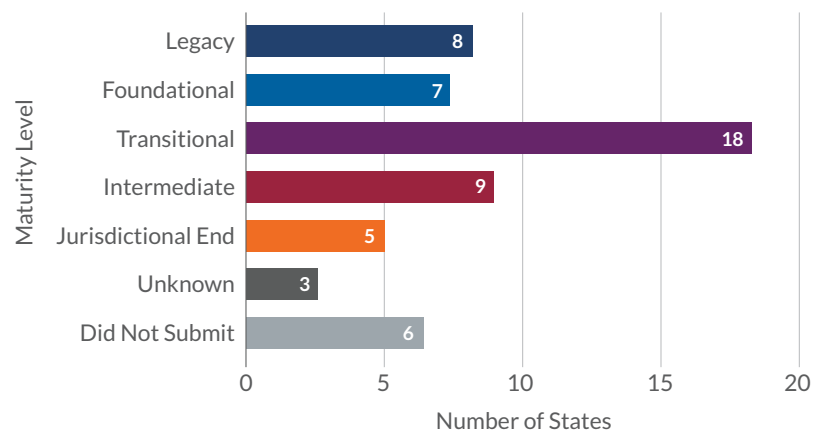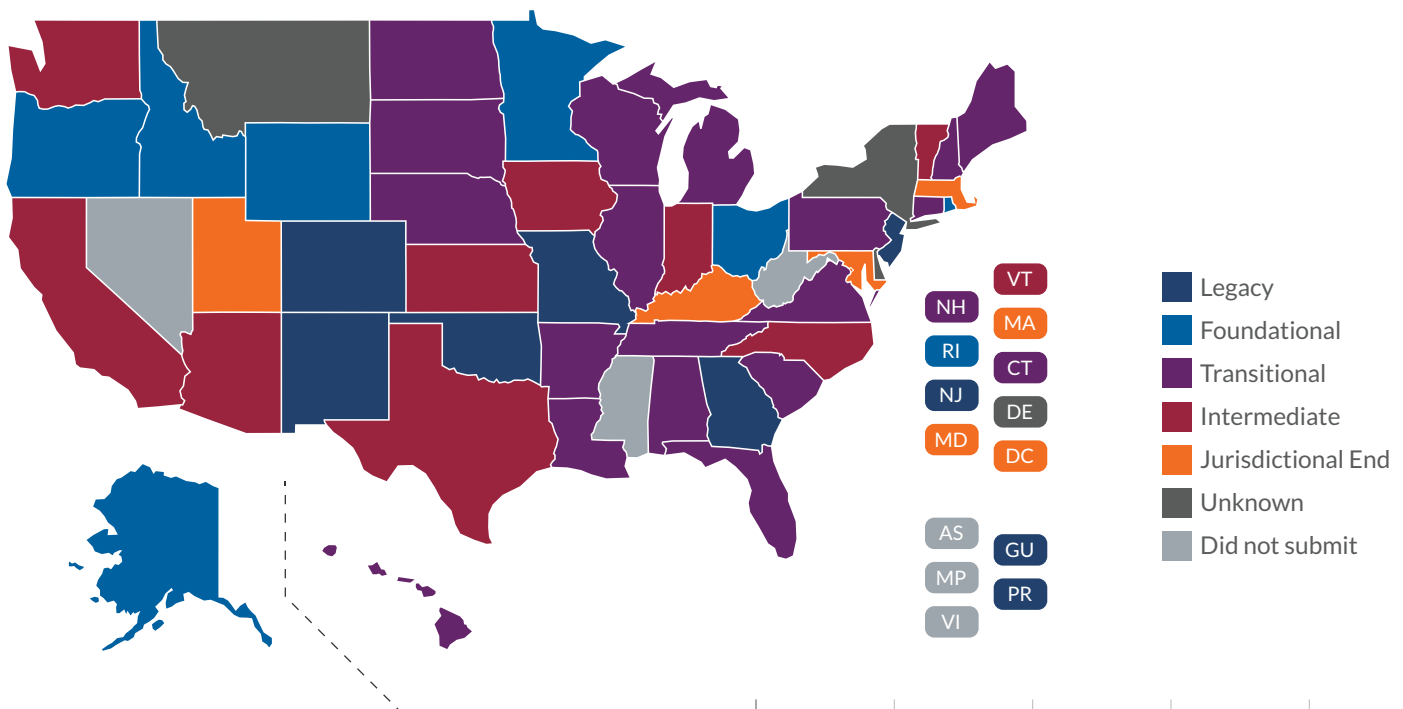
Data

50. What level of maturity does your state fall in for the category of GIS data?

GIS data is a fundamental element of NG911 but is not utilized for legacy 911 call routing. The below options define the steps necessary to plan, process, and improve the existing data in order to begin utilizing GIS data for NG911.

- **Legacy** – No change or progress to GIS data at the present time.
- **Foundational** – GIS data transformation has begun, and the initial standardization (normalization and synchronization) of the GIS information has begun but is not completed.
- **Transitional** – GIS data transformation is in the late stage of development. Testing has begun and pilot projects are in progress to demonstrate readiness of the GIS data for NG911 use.
- **Intermediate** – GIS data and geospatial call routing has been implemented without location validation. All other functional components have been deployed including the final dataset, ECRF and PRF.
- **Jurisdictional End State** – PSAPs are using a complete i3 GIS data set and have fully implemented a system to meet or exceed the NG911 standard.

State	Response	State	Response
Alabama	Transitional	Montana	?
Alaska	Foundational	Nebraska	Intermediate
American Samoa	x	Nevada	x
Arizona	Jurisdictional End	New Hampshire	Transitional
Arkansas	Transitional	New Jersey	Foundational
California	Intermediate	New Mexico	Transitional
Colorado	Legacy	New York	?
Connecticut	Intermediate	North Carolina	Intermediate
Delaware	?	North Dakota	Transitional
District of Columbia	Jurisdictional End	Northern Mariana Islands	x
Florida	Foundational	Ohio	Transitional
Georgia	Foundational	Oklahoma	Transitional
Guam	Legacy	Oregon	Legacy
Hawaii	Transitional	Pennsylvania	Transitional
Idaho	Foundational	Puerto Rico	Legacy
Illinois	Transitional	Rhode Island	Intermediate
Indiana	Foundational	South Carolina	Transitional
Iowa	Intermediate	South Dakota	Transitional
Kansas	Jurisdictional End	Tennessee	Intermediate
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Transitional	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Jurisdictional End	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Transitional	Washington	Intermediate
Minnesota	Transitional	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Foundational	Wyoming	Foundational

Data

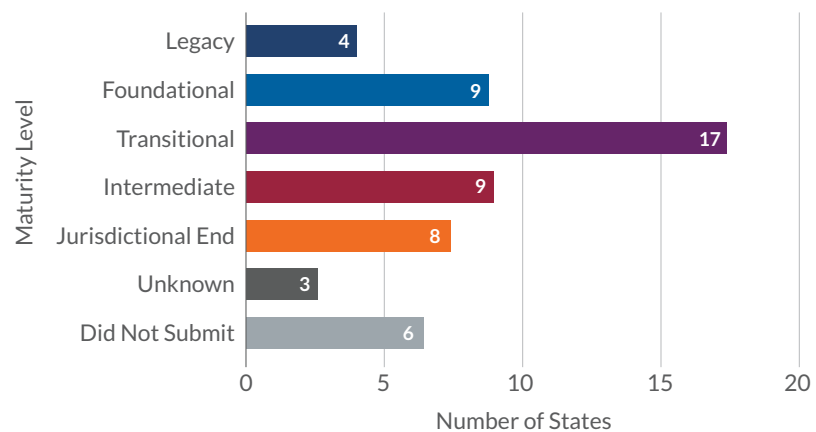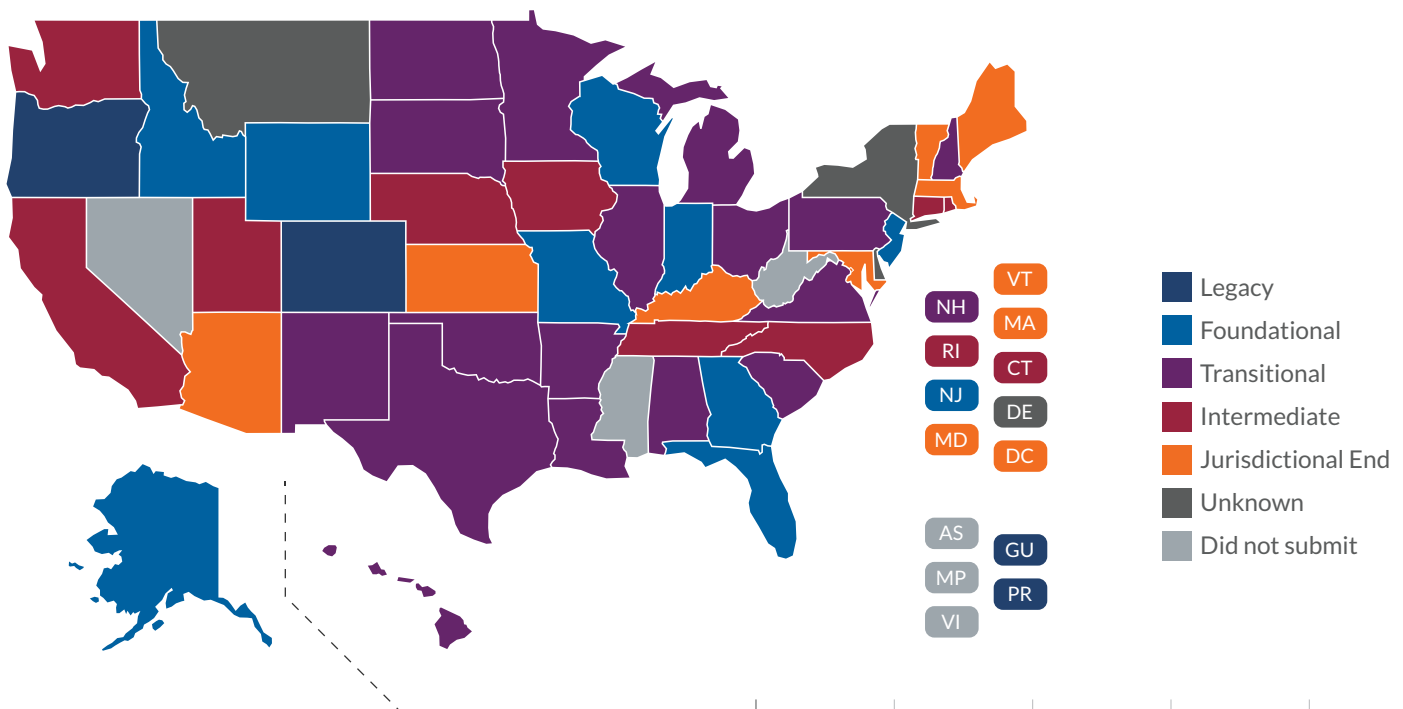## 50. What level of maturity does your state fall in for the category of GIS data?

Legacy ···· Foundational ···· Transitional ···· Intermediate ···· Jurisdictional End State

State Response Summary	Total
States	**47**
? – State responded data element as unknown	3
x – State did not submit data	6

Findings

There are some inconsistencies in the maturity level identified by states for GIS data compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

Number of States by Maturity Level:
- Legacy: 4
- Foundational: 9
- Transitional: 17
- Intermediate: 9
- Jurisdictional End: 8
- Unknown: 3
- Did Not Submit: 6

51. What level of maturity is your state in for the category of NG911 core service elements?

The central NG911 core services functions provide the logical processing interactions between the delivery of calls and data from the OSP to PSAPs, and manages NG911 call delivery under normal and abnormal conditions.

- **Legacy** – No change or progress to NG911 at the present time.
- **Foundational** – NG911 core services implementation progress is fragmented or limited to select PSAPs.
- **Transitional** – NG911 core services implementation progress has been made throughout the 911 authority's jurisdictional boundary and includes the deployment of core services to the state or individual PSAPs.
- **Intermediate** – NG911 core services have been implemented and are utilized for most PSAPs within the jurisdiction boundary.
- **Jurisdictional End State** – All PSAPs are operating with the NG911 core services.

State	Response	State	Response
Alabama	Intermediate	Montana	?
Alaska	Legacy	Nebraska	Transitional
American Samoa	x	Nevada	x
Arizona	Intermediate	New Hampshire	Jurisdictional End
Arkansas	Transitional	New Jersey	Legacy
California	Transitional	New Mexico	Legacy
Colorado	Legacy	New York	?
Connecticut	Transitional	North Carolina	Intermediate
Delaware	?	North Dakota	Transitional
District of Columbia	Jurisdictional End	Northern Mariana Islands	x
Florida	Foundational	Ohio	Foundational
Georgia	Legacy	Oklahoma	Foundational
Guam	Legacy	Oregon	Legacy
Hawaii	Transitional	Pennsylvania	Transitional
Idaho	Legacy	Puerto Rico	Legacy
Illinois	Foundational	Rhode Island	Transitional
Indiana	Intermediate	South Carolina	Transitional
Iowa	Intermediate	South Dakota	Jurisdictional End
Kansas	Intermediate	Tennessee	Intermediate
Kentucky	Jurisdictional End	Texas	Intermediate
Louisiana	Transitional	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Transitional	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Foundational
Michigan	Intermediate	Washington	Intermediate
Minnesota	Foundational	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Foundational	Wyoming	Legacy

Data

51. What level of maturity is your state in for the category of NG911 core service elements?

| Legacy | ···· | Foundational | ···· | Transitional | ···· | Intermediate | ···· | Jurisdictional End State |

State Response Summary

State Response Summary	Total
States	**47**
? – State responded data element as unknown	3
x – State did not submit data	6

Findings

There are some inconsistencies in the maturity level identified by states for NG911 core service elements compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

VT, NH, MA, RI, CT, NJ, DE, MD, DC, AS, MP, VI, GU, PR

Bar chart — Number of States by Maturity Level:
- Legacy: 10
- Foundational: 8
- Transitional: 11
- Intermediate: 11
- Jurisdictional End: 7
- Unknown: 3
- Did Not Submit: 6

Data
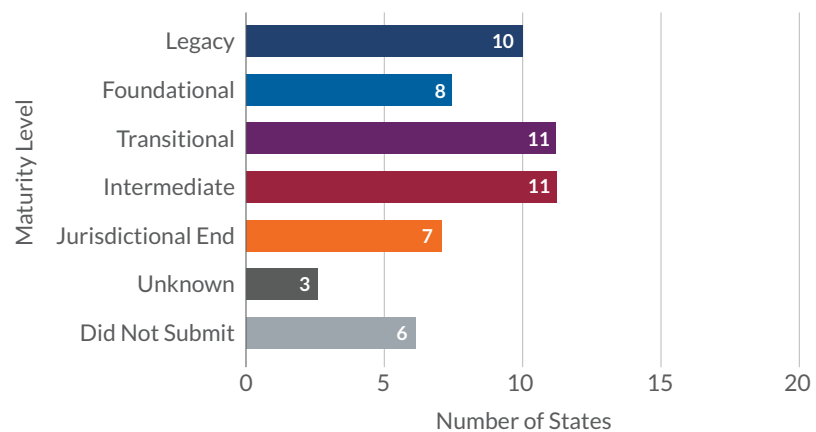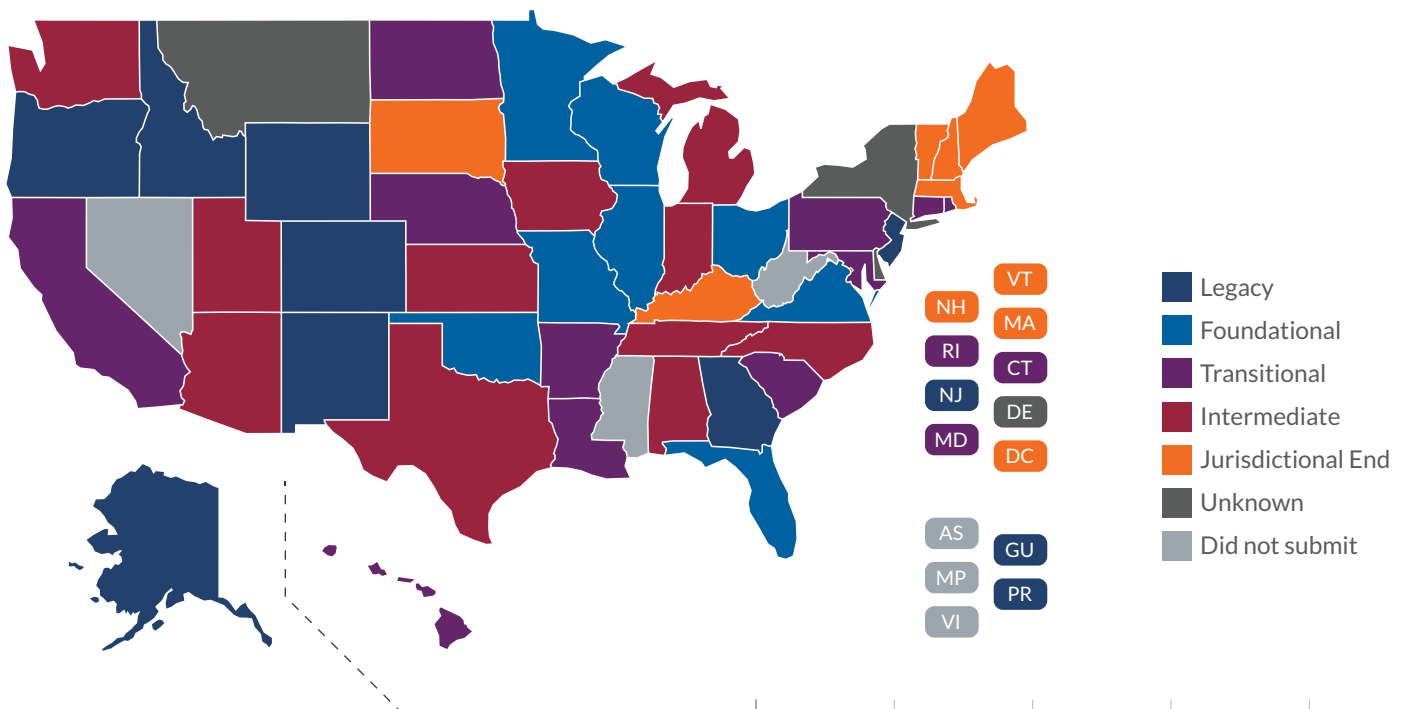
52. What level of maturity is your state in for the category of network?

Network area capabilities represent the various technology mechanisms for connecting external entities to PSAPs via either a legacy selective router or an ESInet to process 911 calls.

- **Legacy** – No change or progress to NG911 at the present time. No change to the call ingress or egress.

- **Foundational** – NG911 progress has begun through procurement of NG911 components, but call ingress and egress remains unchanged.

- **Transitional** – An ESInet has been implemented and call ingress modification has begun to interface the OSP traffic via IP; the call egress to the PSAP has been transformed to all IP.

- **Intermediate** – Call ingress is in the late stages of being transformed to IP. Call egress to the PSAPs is all IP and traffic is being delivered across the ESInet to all jurisdictions connected to the ESInet.

- **Jurisdictional End State** – All PSAPs are using the ESInet and all traffic has been transformed to IP.

State	Response	State	Response
Alabama	Intermediate	Montana	?
Alaska	Legacy	Nebraska	Transitional
American Samoa	x	Nevada	x
Arizona	Intermediate	New Hampshire	Jurisdictional End
Arkansas	Foundational	New Jersey	Legacy
California	Transitional	New Mexico	Legacy
Colorado	Foundational	New York	?
Connecticut	Intermediate	North Carolina	Intermediate
Delaware	?	North Dakota	Intermediate
District of Columbia	Jurisdictional End	Northern Mariana Islands	x
Florida	Transitional	Ohio	Transitional
Georgia	Legacy	Oklahoma	Legacy
Guam	Legacy	Oregon	Foundational
Hawaii	Intermediate	Pennsylvania	Foundational
Idaho	Foundational	Puerto Rico	Transitional
Illinois	Foundational	Rhode Island	Foundational
Indiana	Intermediate	South Carolina	Transitional
Iowa	Intermediate	South Dakota	Foundational
Kansas	Transitional	Tennessee	Intermediate
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Transitional	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Intermediate	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Jurisdictional End	Washington	Transitional
Minnesota	Transitional	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Foundational	Wyoming	Foundational

Data

52. What level of maturity is your state in for the category of network?

Legacy ········ Foundational ········ Transitional ········ Intermediate ········ Jurisdictional End State

State Response Summary	Total
States	**47**
? – State responded data element as unknown	**3**
x – State did not submit data	**6**

Findings

There are some inconsistencies in the maturity level identified by states for network compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit
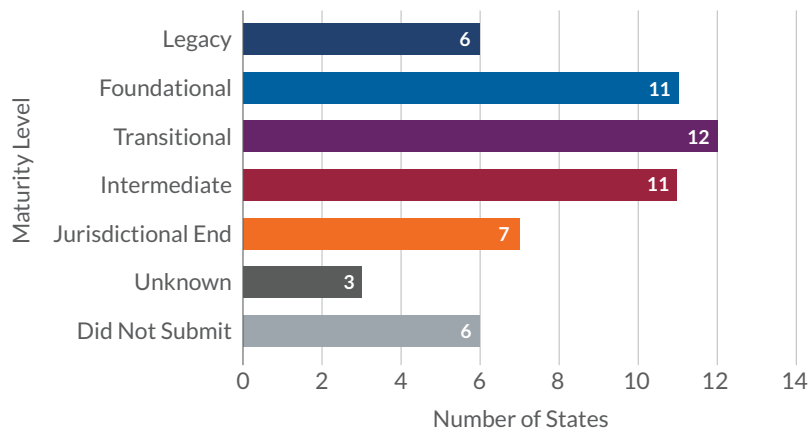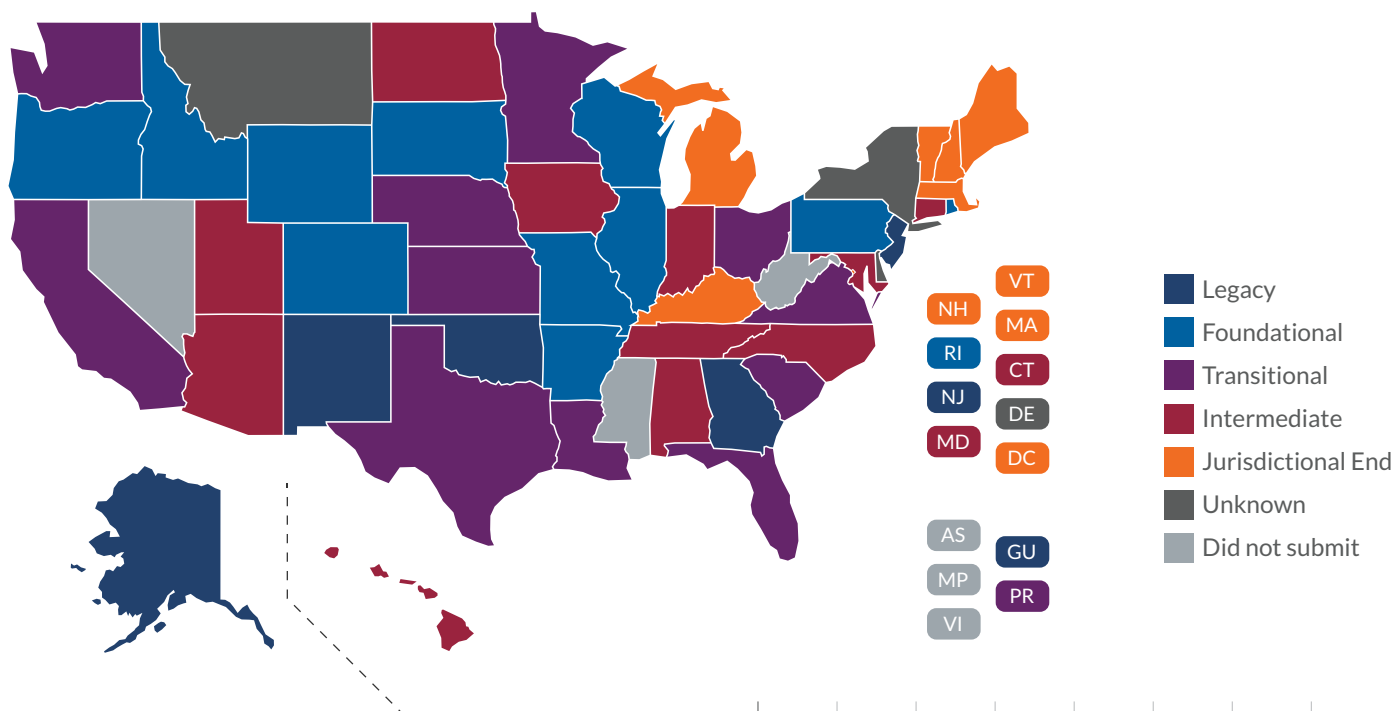
53. What level of maturity is your state in for the category of PSAP call handling system and applications?

Legacy call handling systems are defined by their use of CAMA trunk interfaces and legacy ALI interfaces. The first step toward NG911 is upgrading call handling equipment to be IP compatible. This step may optionally include replacing the legacy CAMA TDM circuits with the ATIS-defined IP technology-based transitional RFAI protocol.

- **Legacy** – No change or progress to NG911 at the present time, and no change to the call handling system.
- **Foundational** – NG911 progress has begun by procuring CPE systems that can handle NG911 calls but the features are not in use.
- **Transitional** – An ESInet is delivering IP traffic to many PSAPs' CPEs, and some have begun to deploy text, but there is not integration across the entire state.
- **Intermediate** – PSAPs are using the ESInet for all traffic, and all call handling is IP-based. Multimedia is supported for calls, text and logging across the entire state.
- **Jurisdictional End State** – All PSAPs are transitioned to the NG911 system and all traffic is being delivered consistent with the NG911 standard.

State	Response	State	Response
Alabama	Intermediate	Montana	?
Alaska	Legacy	Nebraska	Transitional
American Samoa	x	Nevada	x
Arizona	Intermediate	New Hampshire	Transitional
Arkansas	Foundational	New Jersey	Foundational
California	Foundational	New Mexico	Transitional
Colorado	Legacy	New York	?
Connecticut	Transitional	North Carolina	Intermediate
Delaware	?	North Dakota	Intermediate
District of Columbia	Jurisdictional End	Northern Mariana Islands	x
Florida	Transitional	Ohio	Foundational
Georgia	Legacy	Oklahoma	Legacy
Guam	Legacy	Oregon	Foundational
Hawaii	Foundational	Pennsylvania	Foundational
Idaho	Transitional	Puerto Rico	Intermediate
Illinois	Foundational	Rhode Island	Foundational
Indiana	Transitional	South Carolina	Transitional
Iowa	Intermediate	South Dakota	Intermediate
Kansas	Transitional	Tennessee	Transitional
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Intermediate	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Transitional
Maryland	Transitional	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Intermediate	Washington	Transitional
Minnesota	Transitional	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Foundational	Wyoming	Foundational

Data

53. What level of maturity is your state in for the category of PSAP call handling system and applications?

| Legacy | .... | Foundational | .... | Transitional | .... | Intermediate | .... | Jurisdictional End State |

State Response Summary	Total
States	**47**
? – State responded data element as unknown	3
x – State did not submit data	6

Findings

There are some inconsistencies in the maturity level identified by states for PSAP call handling systems and applications compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

VT, NH, RI, NJ, MD, MA, CT, DE, DC, AS, MP, VI, GU, PR

Bar chart — Number of States by Maturity Level:
- Legacy: 5
- Foundational: 12
- Transitional: 16
- Intermediate: 10
- Jurisdictional End: 4
- Unknown: 3
- Did Not Submit: 6

Data
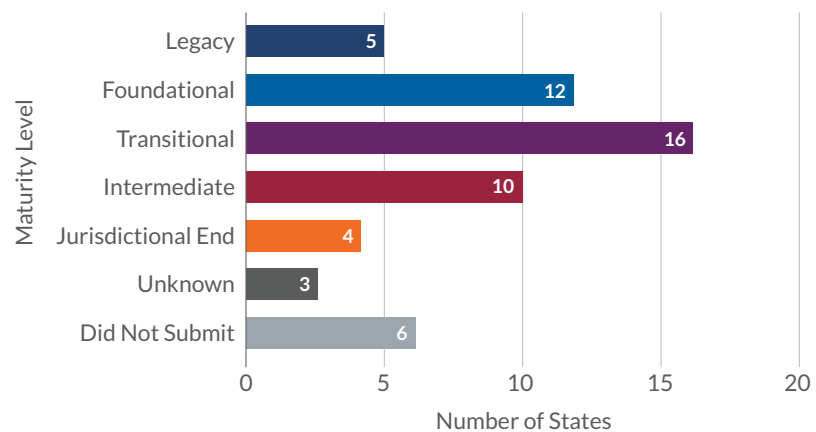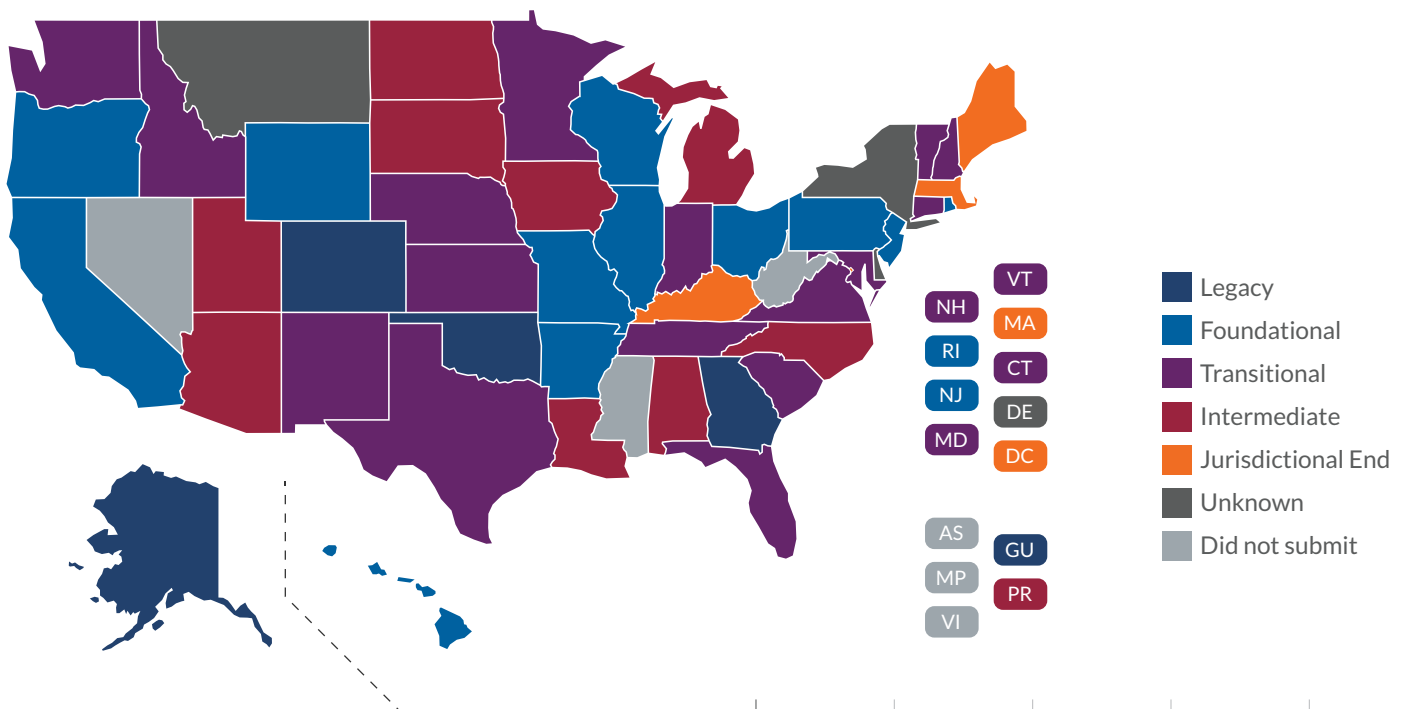
54. What level of maturity is your state in for the category of security?

Security includes capabilities, operations and best practices expected at the ESInet level, all levels of the NENA i3 functional elements, the PSAP level, and all external facing interfaces.

- **Legacy** – Security posture/policy has not yet been developed.

- **Foundational** – PSAPs have begun to assess and prioritize the security risks of NG911/IP and have introduced initial security policies to minimize risks and threats to the PSAP.

- **Transitional** – PSAPs have conducted a full assessment of the vulnerabilities associated with security and have begun to implement, administer, and coordinate security polices to manage security threats to their NG911 system.

- **Intermediate** – PSAPs have implemented security polices and a process to periodically audit and mitigate security vulnerabilities.

- **Jurisdictional End State** – All PSAPs are utilizing a common security framework baseline.
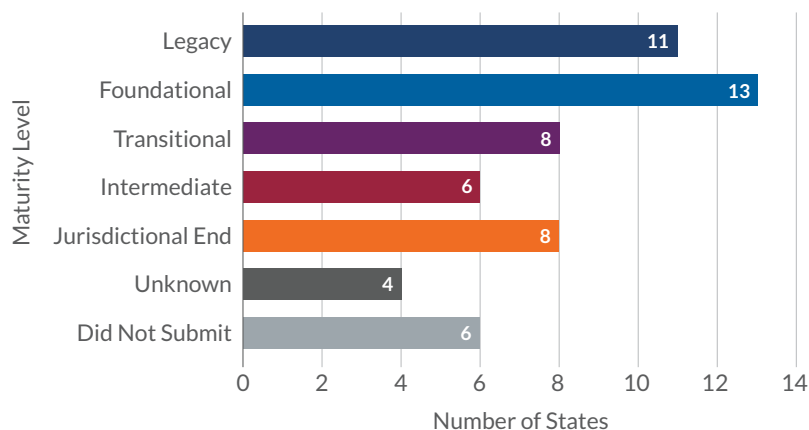
State	Response	State	Response
Alabama	Jurisdictional End	Montana	?
Alaska	Legacy	Nebraska	Transitional
American Samoa	x	Nevada	x
Arizona	Intermediate	New Hampshire	Transitional
Arkansas	Legacy	New Jersey	Legacy
California	Transitional	New Mexico	Transitional
Colorado	Foundational	New York	?
Connecticut	Legacy	North Carolina	Transitional
Delaware	?	North Dakota	Transitional
District of Columbia	Jurisdictional End	Northern Mariana Islands	x
Florida	Foundational	Ohio	Foundational
Georgia	Legacy	Oklahoma	Foundational
Guam	Legacy	Oregon	Legacy
Hawaii	Intermediate	Pennsylvania	Foundational
Idaho	Foundational	Puerto Rico	Jurisdictional End
Illinois	Foundational	Rhode Island	Transitional
Indiana	Intermediate	South Carolina	Foundational
Iowa	Foundational	South Dakota	Legacy
Kansas	Intermediate	Tennessee	Foundational
Kentucky	Jurisdictional End	Texas	Foundational
Louisiana	Transitional	Utah	Intermediate
Maine	?	Vermont	Jurisdictional End
Maryland	Jurisdictional End	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Legacy
Michigan	Jurisdictional End	Washington	Intermediate
Minnesota	Foundational	West Virginia	x
Mississippi	x	Wisconsin	Legacy
Missouri	Legacy	Wyoming	Foundational

Data

54. What level of maturity is your state in for the category of security?

| Legacy | ⋯⋯ | Foundational | ⋯⋯ | Transitional | ⋯⋯ | Intermediate | ⋯⋯ | Jurisdictional End State |

State Response Summary	Total
States	**46**
? – State responded data element as unknown	**4**
x – State did not submit data	**6**

Findings

There are some inconsistencies in the maturity level identified by states for security compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

NH, RI, NJ, MD, VT, MA, CT, DE, DC, AS, MP, VI, GU, PR

Maturity Level	Number of States
Legacy	11
Foundational	13
Transitional	8
Intermediate	6
Jurisdictional End	8
Unknown	4
Did Not Submit	6

Data

55. What level of maturity is your state in for the category of operations?

Operations planning addresses aspects of execution, oversight, plan management, and efforts necessary to support the transition from legacy systems to the NG911 processing model and services.

- **Legacy** – No plan or coordination has been introduced.
- **Foundational** – Initial planning for operation of an NG911 system has begun and the long-term strategy for administration is in progress. Plans have been introduced but are not yet approved.
- **Transitional** – Operations plans for the NG911 system have been approved but have not begun to be implemented.
- **Intermediate** – Operations plans are fully approved and are in the late stage of implementation.
- **Jurisdictional End State** – All operations plans are fully implemented.

State	Response	State	Response
Alabama	Intermediate	Montana	?
Alaska	Legacy	Nebraska	Intermediate
American Samoa	x	Nevada	x
Arizona	Transitional	New Hampshire	Jurisdictional End
Arkansas	Foundational	New Jersey	Foundational
California	Intermediate	New Mexico	Foundational
Colorado	Foundational	New York	?
Connecticut	Jurisdictional End	North Carolina	Intermediate
Delaware	?	North Dakota	Transitional
District of Columbia	Jurisdictional End	Northern Mariana Islands	x
Florida	Foundational	Ohio	Legacy
Georgia	Legacy	Oklahoma	Legacy
Guam	Legacy	Oregon	Legacy
Hawaii	Foundational	Pennsylvania	Intermediate
Idaho	Foundational	Puerto Rico	Foundational
Illinois	Foundational	Rhode Island	Transitional
Indiana	Intermediate	South Carolina	Foundational
Iowa	Intermediate	South Dakota	Intermediate
Kansas	Jurisdictional End	Tennessee	Intermediate
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Foundational	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Intermediate	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Jurisdictional End	Washington	Intermediate
Minnesota	Transitional	West Virginia	x
Mississippi	x	Wisconsin	Transitional
Missouri	Transitional	Wyoming	Foundational

Data

55. What level of maturity is your state in for the category of operations?

| Legacy | ···· | Foundational | ···· | Transitional | ···· | Intermediate | ···· | Jurisdictional End State |

State Response Summary	Total
States	**47**
? – State responded data element as unknown	**3**
x – State did not submit data	**6**

Findings

There are some inconsistencies in the maturity level identified by states for operations compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

State insets: VT, NH, MA, RI, CT, NJ, DE, MD, DC, AS, MP, VI, GU, PR

Bar chart — Number of States by Maturity Level:
- Legacy: 6
- Foundational: 12
- Transitional: 8
- Intermediate: 12
- Jurisdictional End: 9
- Unknown: 3
- Did Not Submit: 6

Data
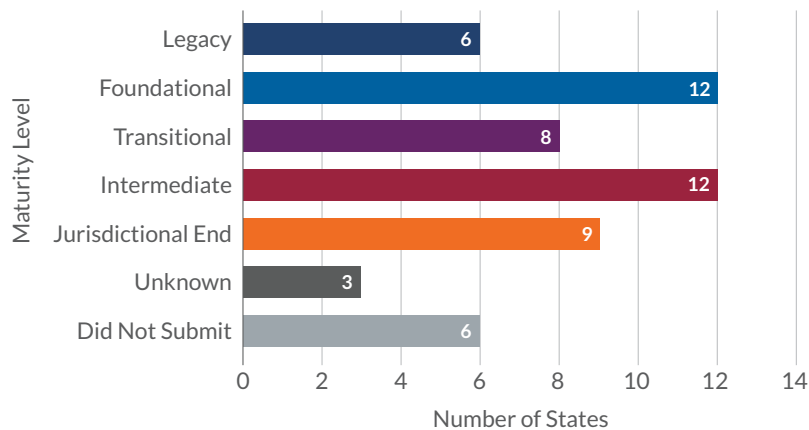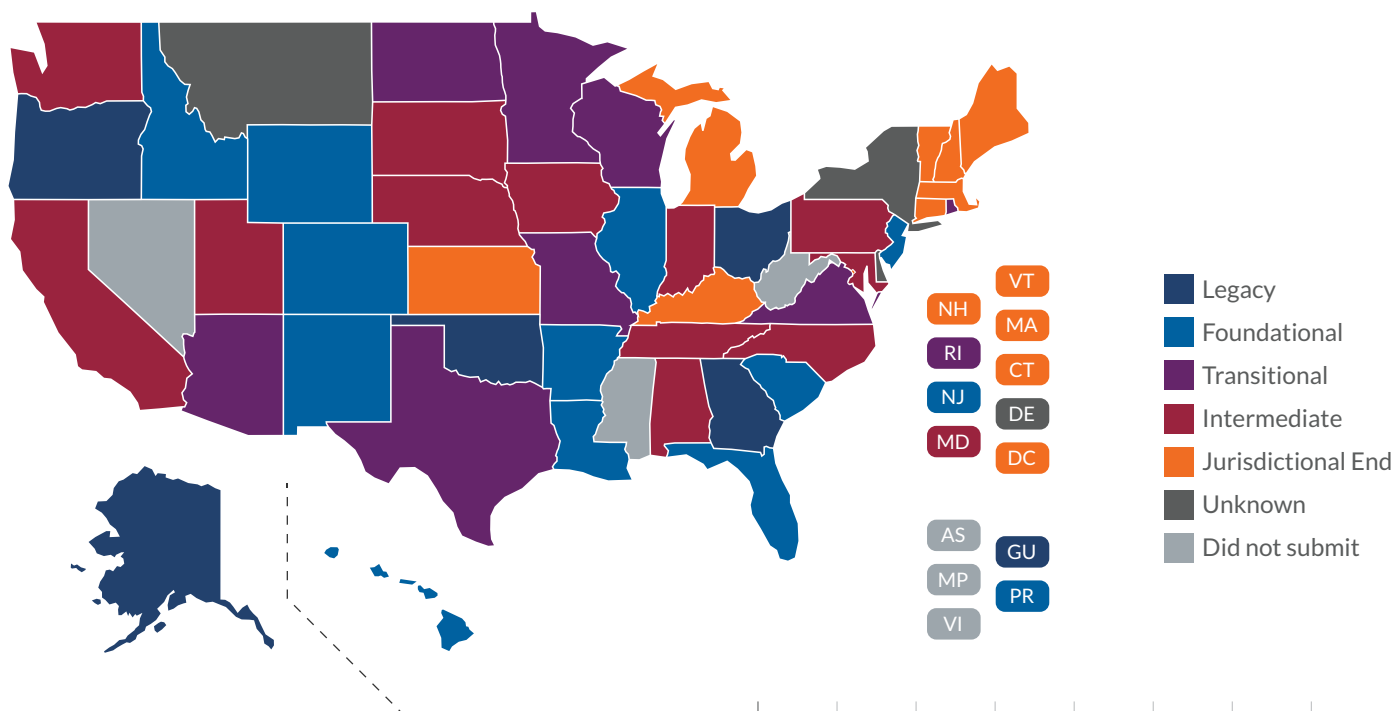
56. What level of maturity is your state in for the category of optional interfaces?

Optional Interfaces include those which are supplemental and supportive of 911 services but are not a basic necessity for receiving or responding to a call. Optional interfaces may include CAD, Broadband, RapidSOS and location supporting tools, hosted logging systems, hosted recording solutions and cybersecurity taps. Any and all optional interfaces must comply with all applicable industry interface standards and must not interfere with or impact the function or security of the NG911 systems.

- **Legacy** – No optional interfaces have been documented.
- **Foundational** – Optional interfaces, which may be useful for NG911, have been documented, but they have not been assessed or reviewed.
- **Transitional** – Optional interfaces, which can be beneficial within the NG911 system, have been documented and assessed, and integration with those systems has begun.
- **Intermediate** – All potential optional interfaces have been documented and assessed and integration with those systems is complete.
- **Jurisdictional End State** – All optional interfaces have been implemented and jurisdictional support has begun.

State	Response	State	Response
Alabama	Transitional	Montana	?
Alaska	Legacy	Nebraska	Transitional
American Samoa	x	Nevada	x
Arizona	Intermediate	New Hampshire	Jurisdictional End
Arkansas	Foundational	New Jersey	Foundational
California	Transitional	New Mexico	Transitional
Colorado	Foundational	New York	?
Connecticut	Transitional	North Carolina	Intermediate
Delaware	?	North Dakota	Transitional
District of Columbia	Jurisdictional End	Northern Mariana Islands	x
Florida	Transitional	Ohio	Foundational
Georgia	Legacy	Oklahoma	Legacy
Guam	Legacy	Oregon	Legacy
Hawaii	Foundational	Pennsylvania	Foundational
Idaho	Foundational	Puerto Rico	Transitional
Illinois	Foundational	Rhode Island	Transitional
Indiana	Intermediate	South Carolina	Foundational
Iowa	Intermediate	South Dakota	Legacy
Kansas	Transitional	Tennessee	Transitional
Kentucky	Jurisdictional End	Texas	Foundational
Louisiana	Transitional	Utah	Transitional
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Intermediate	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Foundational
Michigan	Jurisdictional End	Washington	Transitional
Minnesota	Transitional	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Legacy	Wyoming	Transitional

Data

56. What level of maturity is your state in for the category of optional interfaces?

| Legacy | .... | Foundational | .... | Transitional | .... | Intermediate | .... | Jurisdictional End State |

State Response Summary

State Response Summary	Total
States	**47**
? – State responded data element as unknown	3
x – State did not submit data	6

Findings

There are some inconsistencies in the maturity level identified by states for optional interfaces compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

VT, NH, MA, RI, CT, NJ, DE, MD, DC

AS, MP, VI, GU, PR

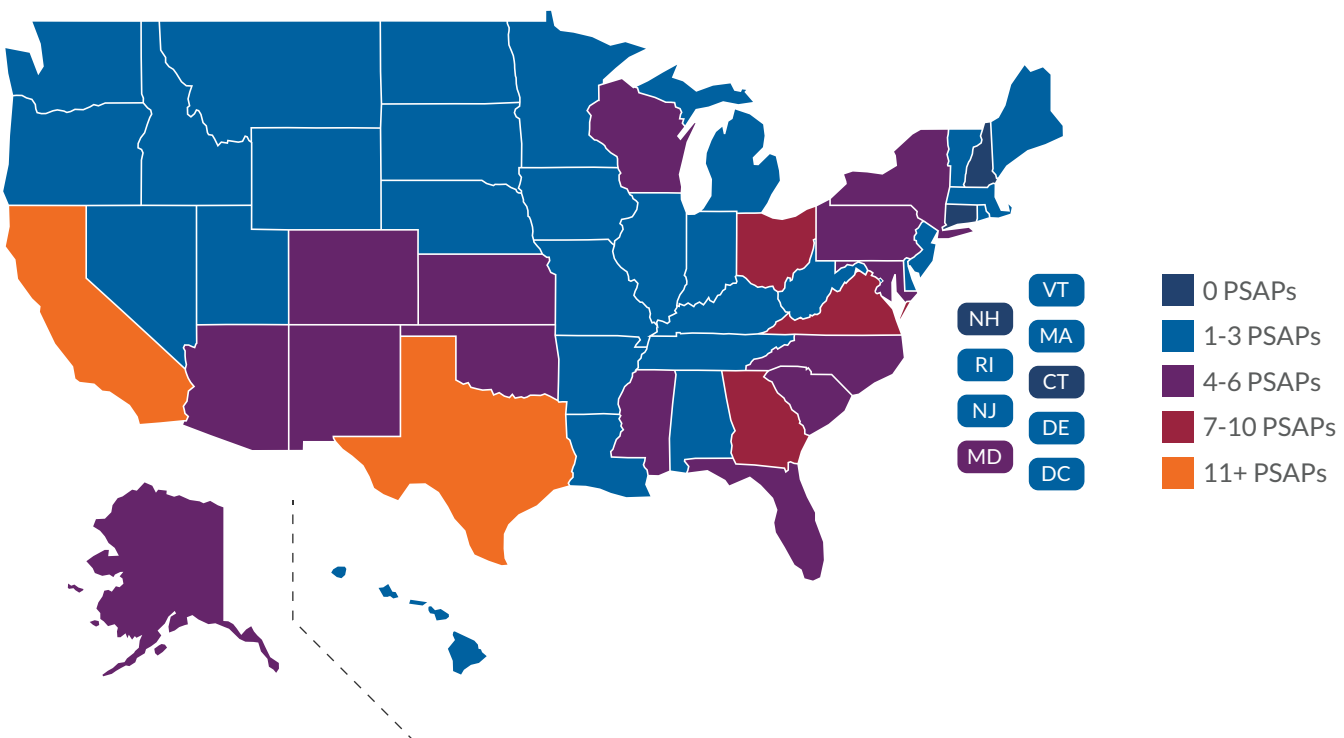| Maturity Level	Number of States
Legacy	7
Foundational	12
Transitional	16
Intermediate	5
Jurisdictional End	7
Unknown	3
Did Not Submit	6
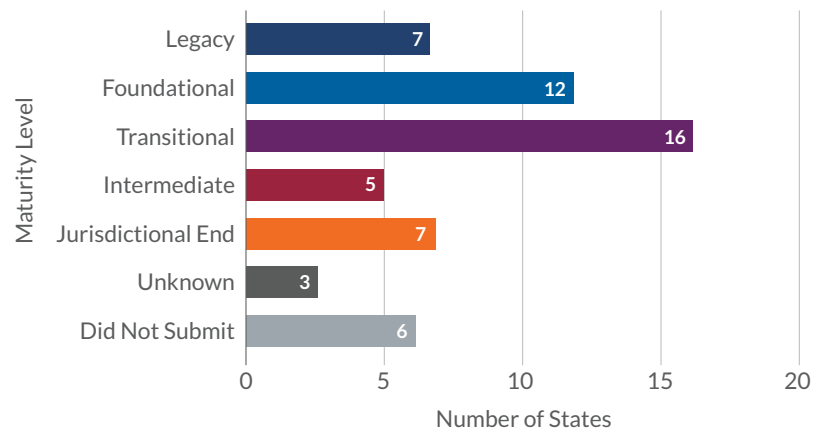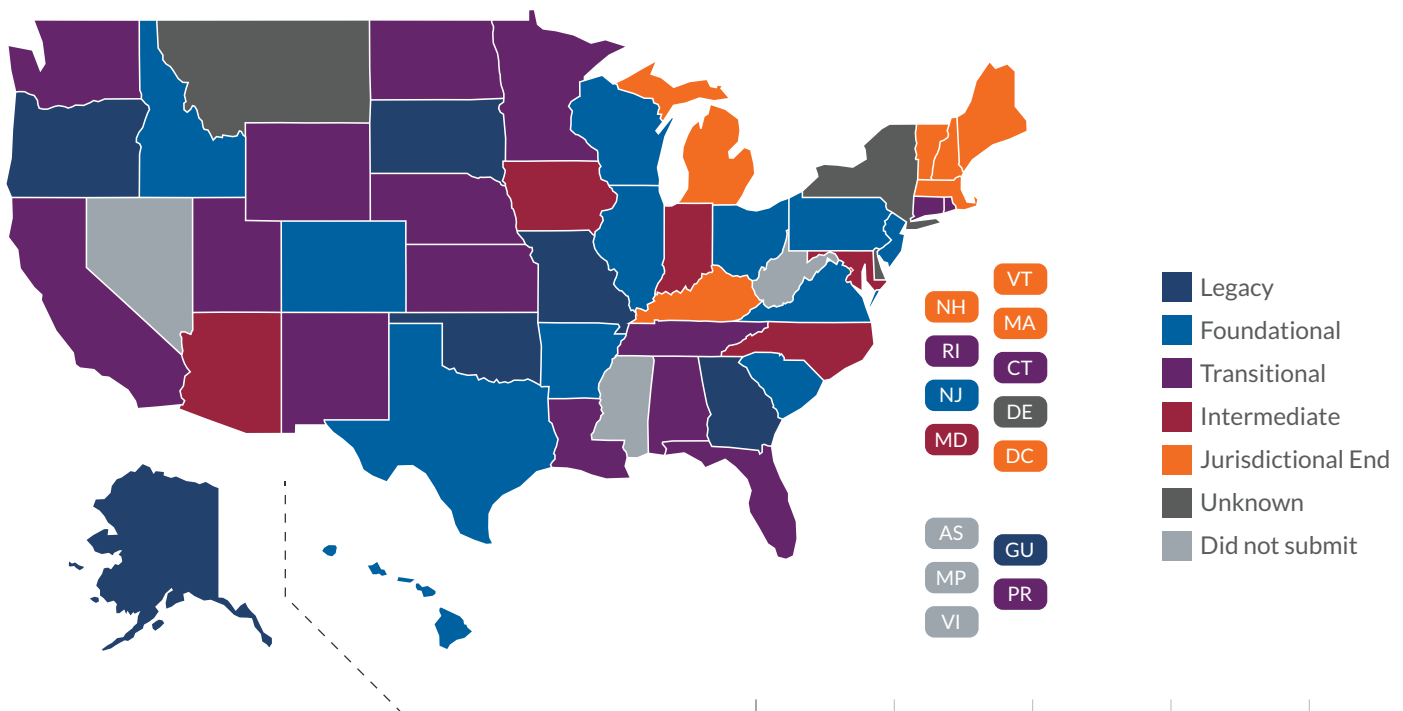
Data

DoD PSAP Data

The DoD continues to report data for 2021, increasing the value of the report each year. Last year, 2020 data was submitted by the DoD for the first time.

The DoD data continues to be in aggregate form and is not presented in individual form other than to correlate DoD PSAPs to the states and territories.

The DoD data allows for additional opportunities for collaboration, cooperation and planning in an NG911 context. As the data sharing relationship between the National 911 Office and the DoD continues to evolve, the intent is to add additional comparative data elements each year. This year, 911 call volumes were collected and reported from the United States Navy, Air Force and Marines.

DoD PSAPs are ubiquitous, and emphasis should be placed on outreach where appropriate between the state 911 programs and the DoD PSAPs in their respective jurisdictions. Economies of scale, similarity of requirements, mission, and purpose all drive formalizing relationships between state 911 programs and the DoD in the NG911 context.

The DoD data points out the many opportunities that exist to extend NG911 statewide services, capabilities, and interoperability to all 911 services in a state.

Legend:
- 0 PSAPs
- 1-3 PSAPs
- 4-6 PSAPs
- 7-10 PSAPs
- 11+ PSAPs

State labels: NH, RI, NJ, MD, VT, MA, CT, DE, DC

Data

Stateside (CONUS) DoD Operated PSAPs

State	Number of DoD PSAPs	State	Number of DoD PSAPs
Alabama	3	Montana	2
Alaska	5	Nebraska	1
Arizona	6	Nevada	3
Arkansas	1	New Jersey	2
California	15	New Mexico	4
Colorado	6	New York	6
Delaware	1	North Carolina	5
District of Columbia	1	North Dakota	3
Florida	6	Ohio	7
Georgia	8	Oklahoma	5
Hawaii	1	Oregon	1
Idaho	2	Pennsylvania	5
Illinois	1	Rhode Island	1
Indiana	2	South Carolina	6
Iowa	1	South Dakota	1
Kansas	4	Tennessee	3
Kentucky	3	Texas	12
Louisiana	2	Utah	2
Maine	1	Vermont	1
Maryland	4	Virginia	9
Massachusetts	3	Washington	3
Michigan	3	West Virginia	2
Minnesota	2	Wisconsin	4
Mississippi	4	Wyoming	2
Missouri	2		

Overseas (OCONUS) DoD Operated PSAPs

Overseas (OCONUS) = 43 PSAPs in 21 U.S. Territories and Countries				
Guam	Puerto Rico	Romania	Spain	Jordan
Germany	Japan	Portugal	Cuba	
Greece	Okinawa	Qatar	Turkey	
South Korea	Diego Garcia	United Arab Emirates	Bahrain	
Italy	United Kingdom	Kuwait	Saudi Arabia	

Findings

Not all DoD installations have E911 capable PSAPs. Across the globe there are 220. Of those 220, 177 are stateside and the balance are overseas in U.S. Territories and Countries.

Analysis

Most of these DoD data points represent an on base/installation or on premise PSAP facility. Some DoD PSAPs have a specific purpose and mission that may or may not preclude participation or interoperation with a 911 system within a particular state or jurisdiction.

DoD Call Volume

Branch	Total annual number of 911 calls delivered
Total	**712,873**
Navy	143,302
Air Force	39,157
Marines	530,414